

CASE STUDY

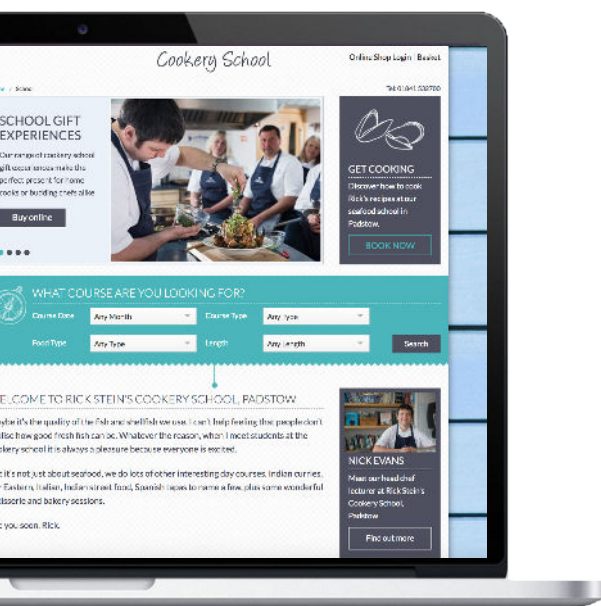
RICK STEIN



Industry:
Training/Courses



Dates:
Since February 2015



BACKGROUND

Celebrity chef, Rick Stein, opened a cookery school in Padstow. The cookery school primarily offers seafood courses, but occasionally offer other courses such as Indian street food and Spanish tapas. Back in 2014, they were looking to implement a new booking system that satisfied the high standard of customer experience expected.

CHALLENGES AND NEEDS

- The cooking school were struggling with finding a system that meets all of their needs and were looking for a bespoke build.
- They were looking to take full and part payments from their customers, along with the ability to process vouchers.
- The school wanted the ability to run in-depth reports based on their bookings and payments.
- They communicate with their customers through email and wanted that to sync up with their booking system.

OUTCOME AFTER USING BOOKINGLIVE

- They were able to send automated, and customized, email notifications to their customers after implementing our software.
- The school now have the ability to run automated reports based on their orders, events, attendees, payments and customers.
- Able to take full/ part online payments as well as processing vouchers in their centralised system.

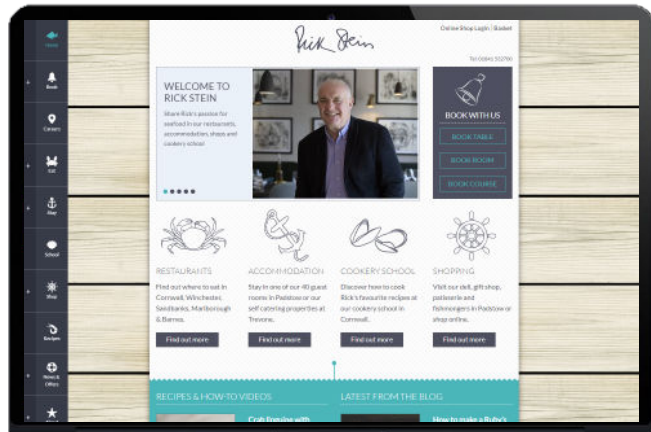


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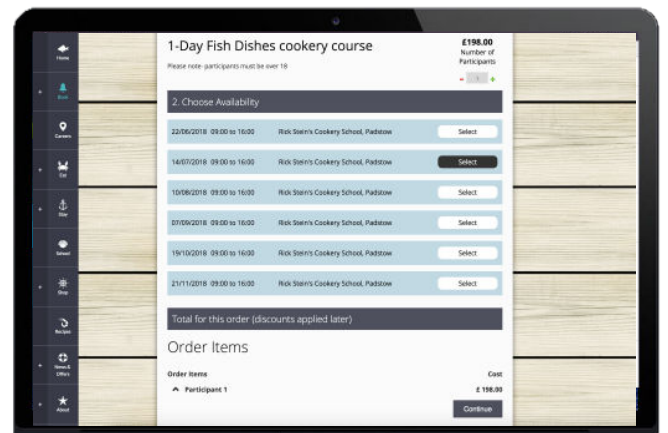
PRODUCT SELECTION

When a customer lands on their booking system they'll have the option to choose from a variety of courses that are available.



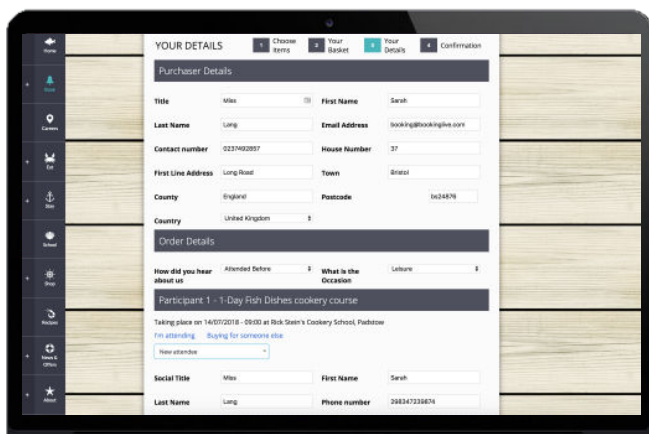
TIME SELECTION

After the customer selects a course, they will then have to select a time and date they would like to attend.



DATA CAPTURE

Once they have chosen what course and a suitable time to attend - they will have to fill in a data capture form. The form can be customised to collect the data you desire. Once this is complete they'll receive an email confirmation.



CASE STUDY RICK STEIN



MULTI DEVICE PLATFORM

A truly multi device platform designed for the highest quality customer experiences. Allowing your customers the convenience that they expect and demand.



NEXT STEPS

We would love to find out more about your requirements. Please contact us today so we can arrange a demo or meeting to discuss further.

Email: sales@bookinglive.com

Tel: 0117 933 8632

Web: www.bookinglive.com