



CLIENT WHATSAPP COMMUNICATION

When communicating with clients on WhatsApp - they will form an opinion of Active Away in the way in which you communicate. Please follow the below steps to make sure every contact point with Active Away is of the utmost quality.

Step 0 - Tone

The Tone of your WhatsApp should be up-beat, friendly and professional.

Step 1 - Introduction

Please start the WhatsApp with either:
'Hi Martin 🙋' or 'Hello Martin 🙋'

Step 2 - Welcome

Please then add a:
'Thanks for your message! or Hope you are keeping well. or Hope you've had a great week!'

Step 3 - Content

Please then make your statement:
'We are very much looking forward to welcoming you on your Tennis Holiday to Dubai on the 20 - 27 November 2021'

Transfers - In order to organise your Transfers, would you be able to complete this form: <https://activeaway.com/transfer-information>

WhatsApp Group - Please could you join the WhatsApp group by clicking this link: <https://activeaway.com/whatsapp-groups/>

Step 4 - Closing Statement

Please then sign off:

'Thanks,
Josh'

Step 5 - Final Check - Spelling & Grammar

Please then have a final check of the spelling & grammar.

FAQ

What is the maximum response time for a WhatsApp message? 24hrs.

How do I make the font bold? You use 2x ** between the word. E.G. *Hello* would make it **Hello**

How do I do a space on WhatsApp Web? Shift & Enter

How do I use WhatsApp Web? <https://web.whatsapp.com/>

How many emoji's should I use? Keep it simple - don't overuse them - but do use them to make your point.