



Telephone Financial

O'Neal Consultants provides complete oversight mechanisms for a client's telephone department, essential to maximizing and sustaining profitability. While simple in concept, a hotel telephone department can be quite complex, involving a veritable multitude of systems and vendors that need to flawlessly work together to carry, price and post each call. Since each vendor may be an expert in its own field but unaware of its system's effects on those of other vendors, O'Neal Consultants' expertise in highlighting areas of potential improvement is extremely valuable.

O'Neal Consultants provides comprehensive oversight for a client's telephone department financial audit. The audit consists of an on-site visit, after which O'Neal Consultants prepares a report of findings and recommendations. If a client desires, O'Neal Consultants can then implement approved changes, coordinating the work with the hotel and its vendors.

Sample On-Site Audit Items:

- Carrier Billing Versus Guest Billing
- Carrier Usage Billing Accuracy
- Cost-Per-Minute Evaluation
- Revenue Opportunities
- Tax Collections & Payments
- Personnel Performance
- Proper Call Routing
- Answer Supervision/Detection Operation
- Interface Analysis
- Area Code Updates
- Local Prefix Updates
- Guest Allowances
- Tariff Accuracy
- Fraudulent Call Identification
- Maintenance Agreements
- PBX Trunk Configuration
- Regulatory Compliance



O'Neal Consultants' Outstanding Accomplishments Speak for Themselves:

- Highly Diverse Hospitality Clientele
- International Project Base
- Services Performed in 35 of the 50 United States & 14 Countries
- Clients Include Over 800 Hotels
- Served Clients with Over 29,000 Rooms in Las Vegas
- Served 33 Clients in Manhattan Alone
- Positive Customer Satisfaction has Yielded Significant Long-Term Client Relationships

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