**Date:** 27-01-2020

**Queries:**

1. Price fixed for all days or vary weak days weekend, special days based?
2. Customer direct enquiries are token based?
3. Advance amount refundable or reduce in notice period?
4. How to handle new unique asset for specific customer additional charges(Processing fee, installation fee , Transportation charges ) it included in package service tax applicable?
5. Any centralize blacklist(fake customers mobile, email, bank details) data sharing in your competitor?
6. After booking cancel is available full amount of advance is refundable or partial?
7. Late payment charges for rent payment pending?
8. Additional hours surcharges how to handle team or room booking
9. Service request from customer side? Ex. repairs and breakages
10. Service was delayed how to handle waiver days
11. External suppliers option available(Business to Business)
12. Asset inventory?
13. How to handle mapping for internal and external asset
14. How to handle firewalls?
15. Customer’s visitors management? Ex. customers client visits.
16. Discount is available ? season based, customer based ,referral based
17. How to handle quotation part?
18. How to handle closed customers.
19. Full detail about enquiry follow ups and postponed enquires.
20. Payment follow ups process?
21. How to handle third party enquiries via email, social media, phone call?
22. Seat or office replacement and changes available how to handle transactions?
23. Monthly Invoice are customer based location based (same customer have seats 2 or more branch)?
24. How to move existing customer to blacklist.