

***TAKING
YOUR
BUSINESS
PERSONALLY!***



Call Center Designed For The
***RESTAURANT
INDUSTRY***





President's Message

***"SUCCESS IS THE RESULT OF
PERFECTION, HARDWORK,
LEARNING FROM FAILURE,
LOYALTY, AND PERSISTENCE"***

OUR VISION: At Bistro, we strive to provide our clients with an exceptional call center experience and an exclusive food aggregator mobile application that is truly world-class. With a team of highly skilled agents and an unwavering commitment to unparalleled customer satisfaction, we aim to set the standard for excellence in our industry, all at an affordable price.

OUR MISSION: As customer support experts, we are dedicated to being truly customer-oriented and innovative, advocating for our clients and delivering world-class call center services. By staying at the forefront of our field and continually pushing ourselves to improve, we aim to set a new standard for what it means to provide exceptional customer service.



Our Services

At Bistro BPO, we provide top-notch solutions to help your restaurant business succeed. Our services include:

- A comprehensive Contact Center with both voice and non-voice options, inbound and outbound services, and advanced features such as Interactive Voice Response (IVR), Automatic Call Distributor (ACD), Voice Logger (Recording), Priority Customer Segmentation, and Outbound Dialer.
 - Business Intelligence & Data Analytics tools to help you gain valuable insights from your data, including data warehouses, dashboards, reports, data discovery tools, and cloud data services.
 - Back Office Services such as data entry, order verification, and non-voice support to help you save on operational costs and let us take care of the trivial tasks for you.
 - Digital Support services to ensure that our agents are available to assist customers on any platform, including web chat and email support.
 - Multilingual Support with agents who speak English and Spanish to make callers comfortable while placing their orders in their native language.
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Why choose Bistro BPO for your restaurant's call center needs? Our proven upselling technique can help your average ticket grow by 10%-20%, leading to increased revenue for your business. What's more, our variable fee is well below the increased sale ticket average, so you can rest assured that you're getting a great return on your investment.

Our Technology

Our state-of-the-art IT infrastructure across 4 locations is equipped with 24/7 backup with easy scalability. We have taken every step possible to ensure seamless service to our clients.

01



Enterprise

Class Contact Center Solution

02



App

Food Aggregator Platform

03



Geo-strategic
replication
server

04



CRM and Client
Portal for
reporting

05



Multiple VoIP Providers

06

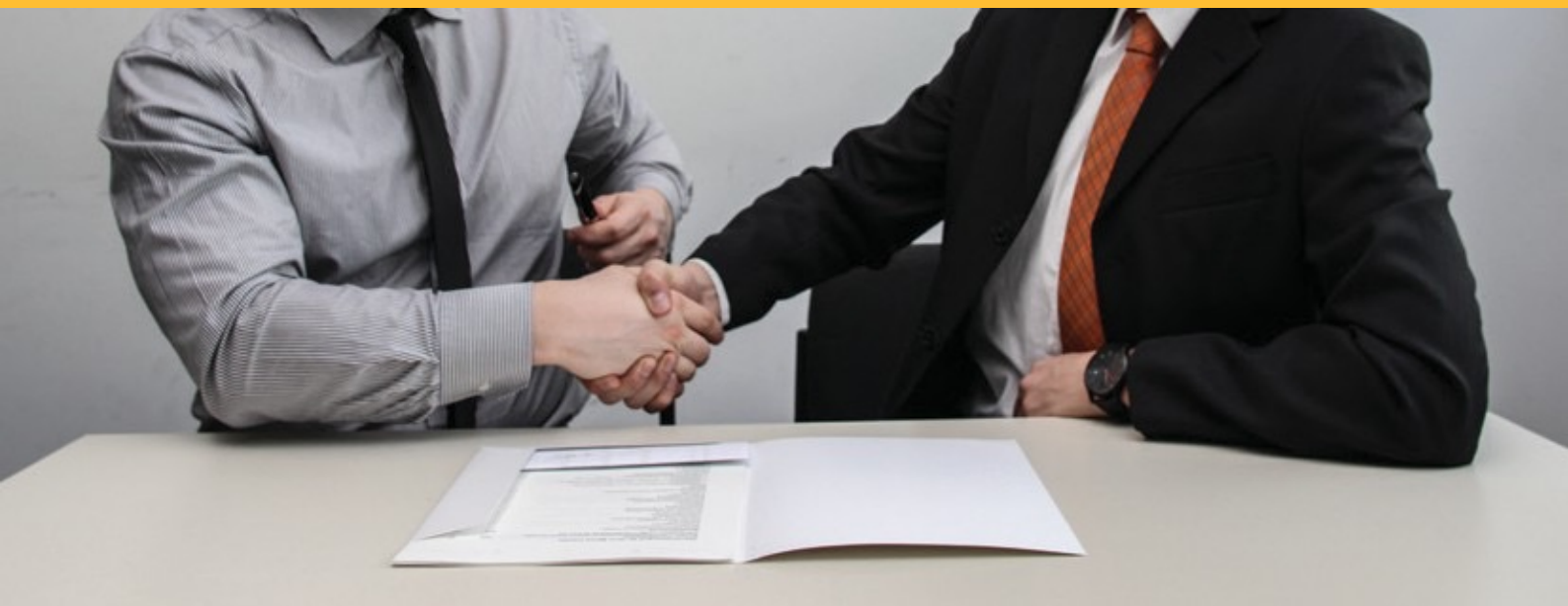


System Integration

Our Clients

Bistro BPO has had a 0% turnover in clients ever since its inception. We provide the best call center and services to our clients while doing our best in managing and scaling their businesses by assisting them

We love what we do because we are passionate about it.



- Cold Stone Creamery
 - Papa Murphy's
 - Wing Zone
 - Papa John's
 - Nathan's Famous
 - Charley's Philly Steaks
 - Dominos
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Our Leadership

- **Arman Khwaja**
Founder & President
 - **Muhammad Yasir
Azam**
Chief Executive Officer
 - **Raihan Ahmed**
Chief Operating Officer
 - **Fazle Rabby**
Chief Marketing Officer
 - **Muhammad Taha**
Chief Technology Officer
 - **Dhiraj Das**
Chief MIS Officer
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Our Locations

Bistro BPO is currently operating from 4 offices across 4 countries, ensuring smooth, safe and cost-effective solution to our clients.

- New York – 626 RXR plaza
Uniondale NY 11556
 - Santiago de los Caballeros – Regional Office
Modulo # 203 Plaza El Paseo
Ave 27 Febrero, Santiago de los Caballeros 51000
Dominican Republic
 - Karachi – Regional Office
RAAD II, Plot No D14, First Floor,
Olympian Islahuddin Road, Block 7,
Gulshan-e-Iqbal, Karachi
75300, Pakistan
 - Dhaka – Regional Office
25, Gareeb-e-Newaz Avenue
Sector 13, Uttara
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