



# ELITE ENTERPRISE SOLUTIONS

**Supporting Recreation Centers  
in BC Municipalities**



Presented by **Elite Enterprise**

The Path to Growth Starts Here





We are a premier outsourcing company providing a diverse array of services. With five delivery locations throughout Cairo, we proudly employ a workforce of 1,500 individuals.



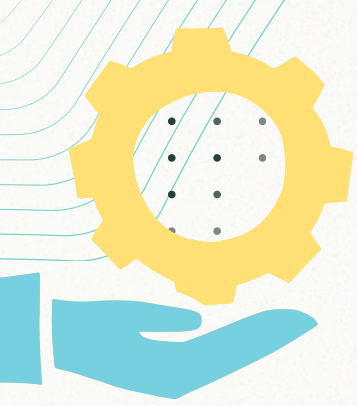
We excel in providing outstanding 24/7/365 support in over 5 languages, serving clients across more than 25 diverse industries.



We offer services to nearly 100 clients across both local and international markets, processing around 2 million transactions per month.







# SERVICES WE PROVIDE



## Inbound Services

- Community inquiries, activity information, registration support.



## Outbound Services

- Registration follow-ups, reminders, community surveys.



## None voice Services

- Web chat, WhatsApp reminders, email & social media inquiries.



A collage of recreational items including a cardboard box with a face cutout, a hand holding a pencil, a beach ball, a basketball, a tennis racket, a soccer ball, and climbing holds.

## **We recognize the challenges in Recreation Centers**

### **Addressing Recreation Centers Pain Points:**

- High call & inquiry volumes during registration seasons
- Managing multiple activities (swimming, sports, fitness)
- Missed registrations and scheduling conflicts
- Limited staff resources for handling community demand
- Need for timely reminders for classes and events



## How Elite's Call Center Benefits Recreation Centers



### Recreation Centers

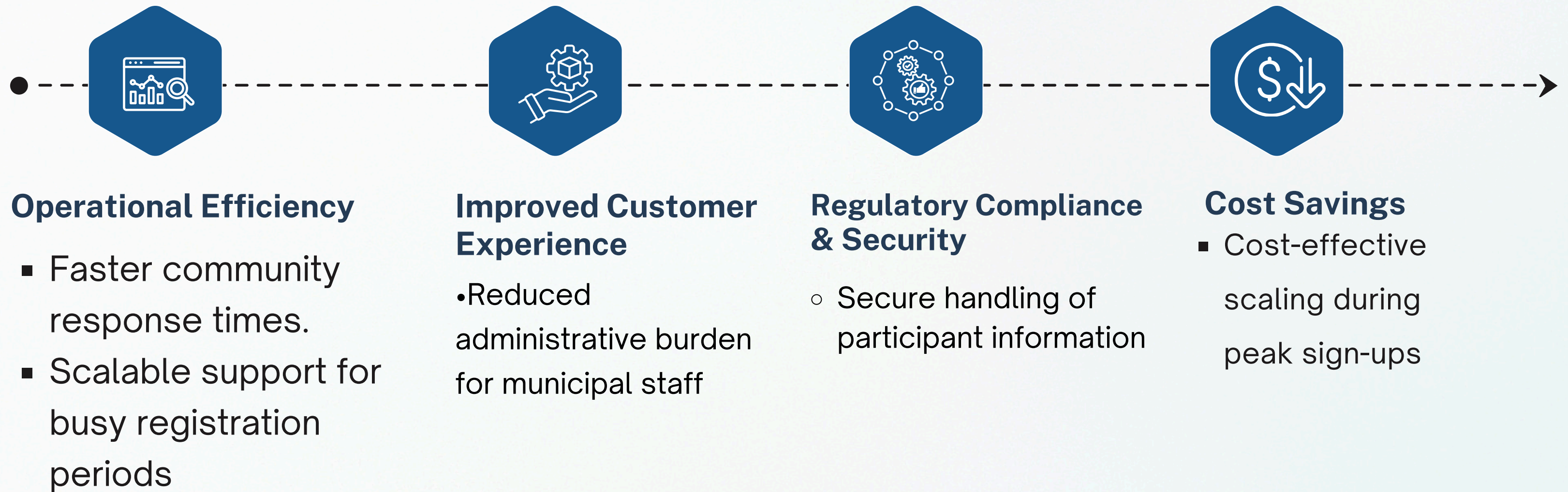
- **Registration Management:** Simplify sign-ups for swimming, sports & activities.
- **Community Support:** Answer questions about schedules, fees & programs.
- **Program Awareness:** Outreach for new classes, seasonal events, and community activities.
- **Event Reminders:** Ensure participants don't miss games, practices, or lessons.







# WHAT ARE ELITE'S ADDED VALUES?





# Impact for Municipal Recreation Centers

01

## ● Financial Impact

- Cost savings by reducing manual admin tasks

02

## ● Operational Impact

- Streamlined communication with participants



03

## Community Engagement ●

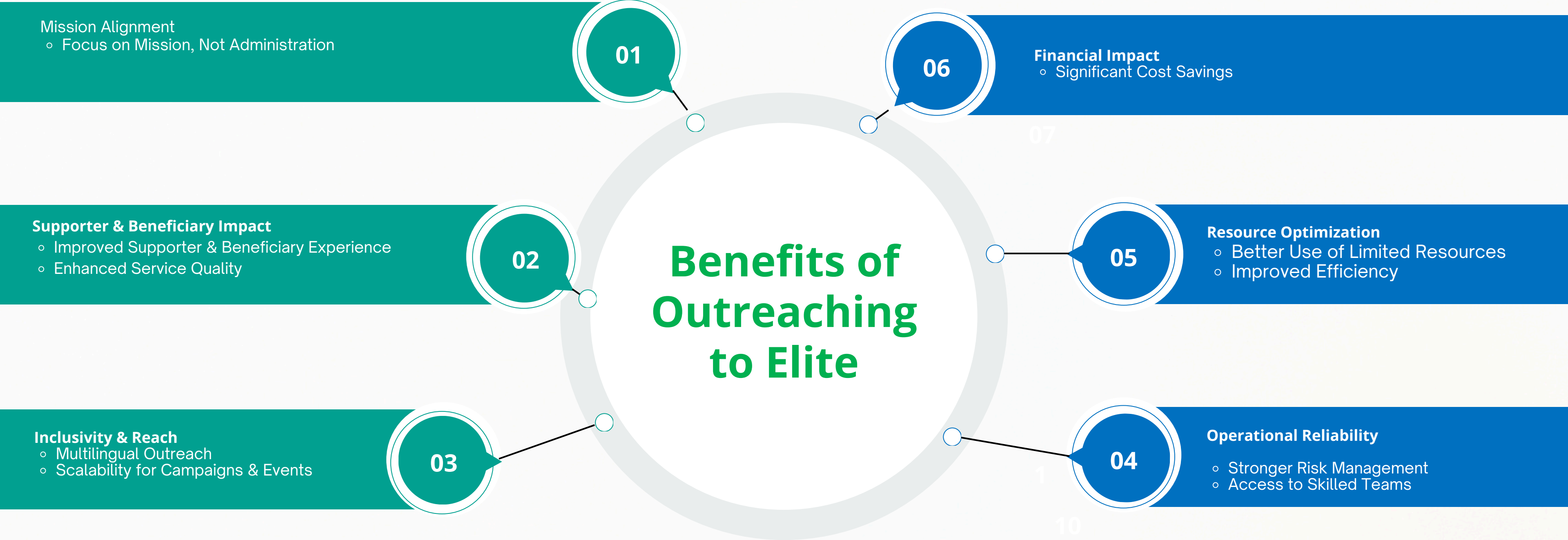
- Improved satisfaction & participation rates

04

## Scalability ●

- Easily expand support for new community programs



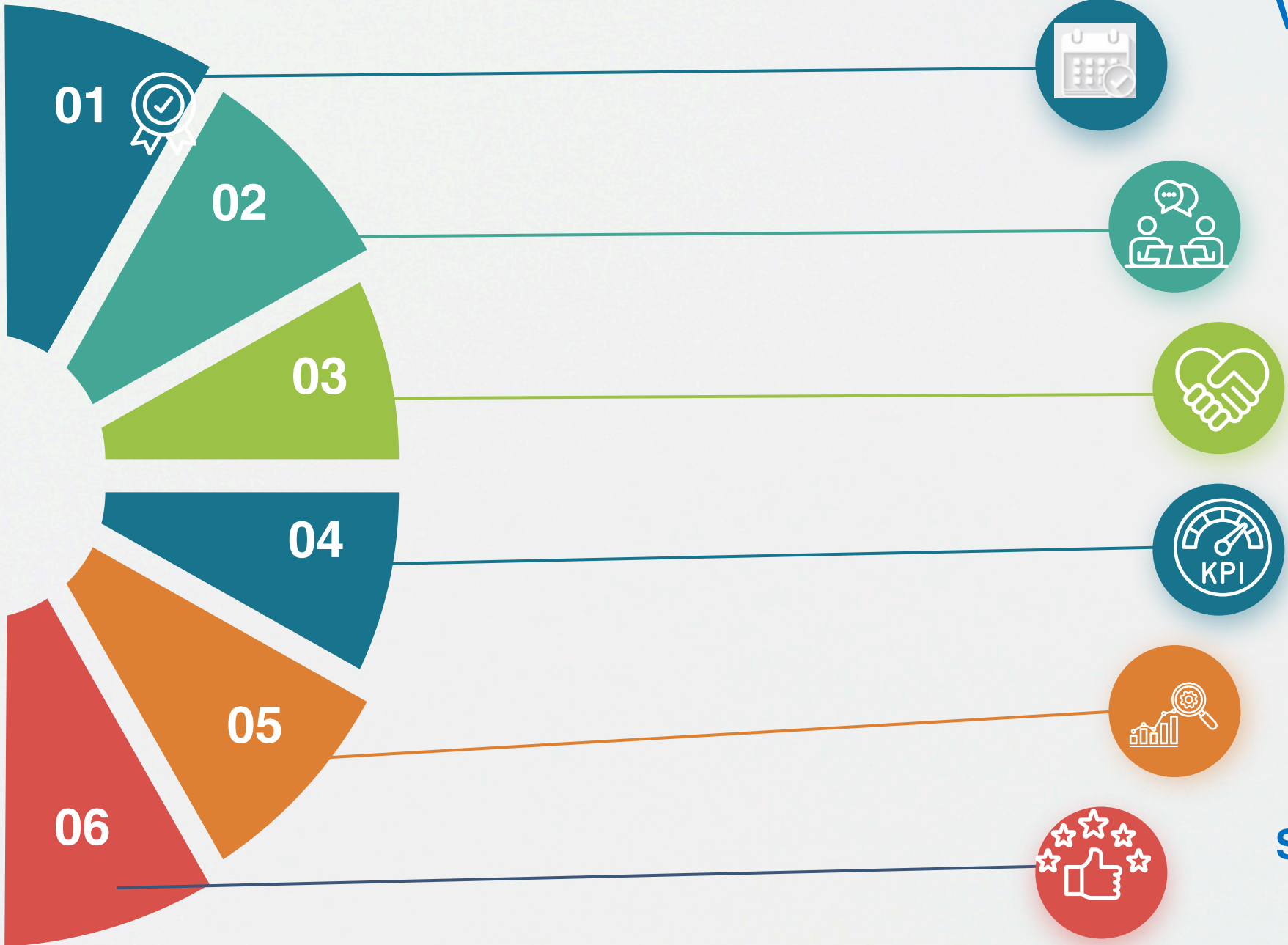






# Fostering Client Growth and Excellence

The Path to your Business Growth starts here!! Let's chat together!



## Volunteer & Appointment Management

Keep schedules organized, reduce no-shows

## Hassle-Free Billing & Donation Processing

Streamline payments and recurring contributions

## Awareness & Fundraising Campaign Support

Expand your reach with targeted outreach.

## Performance Excellence

Audits, quality checks, and metrics (engagement, satisfaction, retention)

## Informed Decision-Making

Detailed reports to guide your campaigns and outreach

## Sustainable Growth & Loyalty

long-term partnerships that strengthen community trust and donor confidence



# SAFEGUARDING YOUR MISSION, ENABLING YOUR IMPACT

## Uninterrupted Support

With multiple interconnected sites, we ensure your community and donors always have access — even after hours or during emergencies.

## Protecting Donor & Volunteer Data

Your trust is our priority. Our call center follows globally recognized standards to safeguard sensitive donor, volunteer, and beneficiary information.

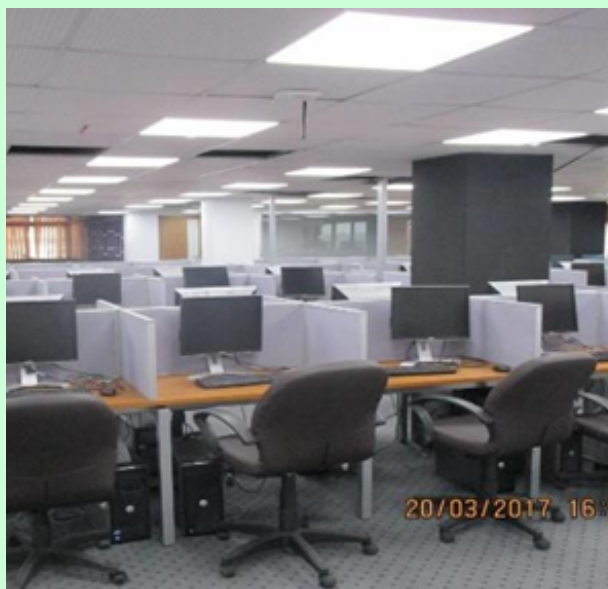
## Certified Excellence

Our team is trained and certified in international best practices, giving your organization reliable, ethical, and secure support.





# Elite's Office





# THANK YOU



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