

Remote Front Desk Operations and AI Call Handling for a Full-Service RV Resort

Challenge Presented

A premier full-service RV resort in Las Vegas, Nevada needed a reliable front desk operation capable of handling high inbound reservation volume and routine guest inquiries — without placing additional burden on a lean onsite team. With no documented processes, no remote staffing infrastructure, and no prior experience with offshore support, the resort required a partner who could build the operational foundation from scratch and deploy a trained, guest-ready team without disrupting day-to-day operations.

Client Background

A premier full-service RV resort in Las Vegas, Nevada operates year-round across a diverse guest mix: short-term leisure travelers, weekly visitors, and long-term monthly residents. The property offers full-site amenities, storage services, a retail and café operation, and structured programming for group rallies and events, all managed by a lean onsite team within minutes of the Las Vegas Strip.

The resort’s front desk team served as the single point of contact for all inbound communications: reservation inquiries, general guest questions, billing matters, maintenance routing, security escalations, and group booking coordination. As call volume grew, the absence of any filtering or triage layer meant that every inquiry (regardless of complexity) entered the same queue and consumed the same staff attention. Reservation handling, the highest-value front desk function, competed directly with routine FAQ calls for staff capacity.

The resort engaged Intelassist to design and staff a remote front desk operation capable of absorbing inbound reservation volume while reducing the repetitive inquiry burden on onsite personnel. The engagement subsequently expanded to include an AI receptionist layer, creating a two-tier call handling architecture purpose-built for the property’s operational requirements. The client had no prior experience with remote staffing of any kind. Front desk operations had always been managed in person, by

Remote Front Desk Agents
Solution
Hospitality
Industry
5,000-10,000 employees
Company size
50 employees
Employees provided

onsite personnel, without documentation designed for remote use or any expectation that guest-facing functions could be performed from outside the property. This engagement represented the resort’s first use of a dedicated remote team.

Our Approach

I. Onsite Documentation and Knowledge Transfer

The resort’s operational processes were entirely undocumented, communicated verbally and carried by individual team members rather than structured reference materials. To build a foundation that a remote team could train against, Intelassist deployed its Project Manager to the property for two weeks of onsite immersion. The PM shadowed front desk staff, the General Manager, Assistant General Manager, and Customer Service Manager across daily operations, listening to live calls, observing RezExpert workflows, and capturing every process from direct observation. That field documentation became a 14-module training program, which the PM then delivered directly to the three-person team in the Philippines before go-live. The full timeline from candidate sourcing to go-live spanned approximately ten weeks: candidates were identified within two weeks of engagement, onsite training at the property ran through November and December 2025, and the remote team went live on January 19, 2026.

II. Dedicate Remote Front Desk Team

Three Remote Front Desk Agents were trained and deployed to handle inbound reservation calls, booking creation and modification, cancellations, confirmation correspondence, and guest inquiry routing. The scope of the remote team was deliberately defined in coordination with resort management: agents handle daily and weekly reservations within RezExpert, the property's management system, while monthly bookings, billing matters, and financial transactions remain with onsite staff. This boundary was a deliberate design decision that preserved the onsite team's authority over sensitive transactions while directing reservation volume to the remote layer.

Post-deployment, remote agents operate within the same escalation structure as onsite front desk personnel, using RingCentral to transfer calls directly to resort extensions and routing out-of-scope matters through the established onsite chain of command. Weekly coordination calls maintain alignment between the remote team and resort management.

III. AI Receptionist Implementation for Second Layer Call Handling

On May 1, 2026, the AI Receptionist (named "Susan"), configured on RingCentral AIR and managed by Intellassist, was added as a second call handling layer. Susan is accessible exclusively through option 4 on the property's IVR and handles general FAQ inquiries only: pool hours, Wi-Fi access, directions, visitor policy, and similar high-frequency, low-complexity questions. All other call types including reservations, billing, maintenance, security bypass the AI entirely.

This architecture was designed with cost control and operational precision as equal priorities. By routing only FAQ traffic to the AI and all other call types to the remote agents or onsite staff, the system maintains AI minute usage well within the included monthly threshold while ensuring that callers with complex or sensitive needs always reach a human agent. The IVR filter is a structural decision that reflects the property's guest profile and the value of keeping live agents focused on reservations.

Challenges & Solutions

Challenge: All Calls Entering a Single, Undifferentiated Queue

The resort's front desk team managed the full range of inbound contact without segmentation. Routine FAQ inquiries (e.g., questions about pool hours, Wi-Fi, directions, and visitor policies) arrived in the same queue as reservation requests and required the same staff response. High call volume periods placed the heaviest burden on the moments when reservation handling capacity mattered most.

Solution: A Two-Tier Architecture Matched to Call Complexity

Intellassist designed a call handling structure that routes each inquiry to the appropriate layer based on its nature. General FAQ volume is absorbed by the Susan AI Receptionist, freeing remote agents to focus on reservation processing and guest management. When all agents are engaged on active calls, Susan absorbs inbound FAQ traffic simultaneously, eliminating the queue pressure that previously resulted in abandoned calls. The result is a front desk operation that scales with call volume rather than one that degrades under it.

Challenge: Remote Staff Operating Within a Live, Complex Property Environment

A full-service resort adjacent to the Las Vegas Strip operates with a high degree of variability: group rallies, long-term resident needs, storage inquiries, retail and café coordination, and security routing all intersect with the front desk function. Remote agents needed to navigate this environment accurately without being onsite and without creating escalation burden for the onsite team.

Solution: Structured Integration with Clear Boundaries

Remote agents were integrated into the resort's existing communication infrastructure via RingCentral, with direct-dial access to all onsite extensions. The scope of the remote team's authority was codified during onboarding: reservation handling and guest inquiry routing were defined as in-scope; monthly bookings, billing, and financial transactions were explicitly reserved for onsite personnel. This clarity allowed agents to operate with confidence within their scope while maintaining clean handoffs for matters requiring onsite judgment. That the resort's first remote staffing engagement reached go-live within ten weeks of the initial proposal with no prior infrastructure to build on reflects how directly the deployment model was matched to the property's constraints.

Partnership Outcomes

The engagement produced measurable, sustained improvement across front desk operations. Across all three remote agents, the team handled 5,363 inbound calls between January and May 2026. Call resolution rate, or inquiries handled to completion without transfer to the onsite team, climbed from 68 percent in January to 89 percent by May, as agents deepened their product knowledge and the escalation structure matured. Transfer rate fell correspondingly, dropping from approximately 32 percent in January to 11 percent in May, representing a reduction of more than 20 percentage points over the engagement's first five months.