

# MARINE OPERATIONS SERVICES

*We provide our members with highly knowledgeable marine operation services. We understand the unique needs and language of the maritime industry.*

**WE ARE  
ALWAYS THERE  
FOR YOU...  
ALL DAY,  
EVERY DAY**

**MARITIME  
KNOWLEDGE  
SPEAKING WITH  
EXPERIENCE**



**MERCHANTS  
EXCHANGE**

## OUR ANSWER SERVICE

Our maritime industry knowledge enhances our staff's ability to provide our customers with answering services that can respond to the unique needs of our industry. Giving your customers a personalized touch that is professional and courteous.



As we all know, the maritime industry never sleeps – but at some point, you might need to! We are here 24/7/365 to pick up all your after hours, weekend, and holiday calls.

Each time you forward your phones to the answering service, one of our friendly service specialists will pick up; greeting the caller with your business name with professionalism and kindness. We can direct your calls accordingly and know to redirect calls to alternative contacts for time sensitive vessel issues.

Never miss another call or opportunity with our professional answering service provided by our friendly, knowledgeable, responsive, live answering service specialists from our U.S. based team. If you are a business that does not have a full-time receptionist to answer phones or your staff leaves for breaks, out of office appointments, or end-of-the-day; we can assist you.

## OUR TEAM

- Answers your calls, no matter the time, day or night
- Dedicated and reliable service available 24/7/365
- No extra fees for holidays
- No extra fees for voicemail or transferring/patching calls
- Specialized call screening, reduce interruptions from telemarketing/spam calls
- Knows exactly what to say and what questions to ask for maritime related calls
- Understands the nature of maritime businesses and their unique demands
- Maritime industry knowledge increases comprehension of callers needs
- Enhanced language listening skills for speaking with foreign captains or operators
- Knows when to escalate response levels
- Wake up calls available for our customers
- Text and email messaging service available
- Templates available for use to allow for expedited calls
- Our team utilizes state-of-the-art answering service phone software
- Disaster recovery call center services to transfer calls offsite in the event of emergency or evacuation
- Clearly defined terms of service



Contact us for rate and plan options or more information.

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