

## Pizza Hut closing company-owned call center in Kansas

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Dallas-based Pizza Hut Inc. will close its only company-owned telephone call center, in Overland Park, Kan., on June 30 and lay off 180 employees, a company spokesman said Tuesday.

As more consumers switch to online ordering, the nation's largest pizza chain is moving to outsource all its call centers, where its phone orders are handled.

The chain has "multiple" such call centers, spokesman Chris Fuller said via e-mail.

The Overland Park call center, which opened in 1986, was the only company-run location. All others are managed by franchisees or outside contractors.

The work will be picked up by New York-based kgb USA, which operates call centers in at least nine cities, including San Antonio and Lubbock.

Business at the call center was good, Mr. Fuller said, explaining that the company made the change "in an effort to better serve our customers."

Pizza Hut, a subsidiary of Louisville-based Yum Brands Inc., began offering online ordering nationwide last June. Mr. Fuller declined to release sales or volume figures for the ordering method.

Papa John's International Inc. said last week that it has seen more than \$1 billion in online sales since it launched its program in 2001.

More than 20 percent of Papa John's sales come online or via text message, according to the company.

Some experts expect the industry to move to a system in which call centers handle orders in all forms: Internet, mobile phone and home phone.

"In Asia, it's already common," said Stan McCabe, president and chief executive of California-based One System Inc., which sells software for call centers and online ordering.