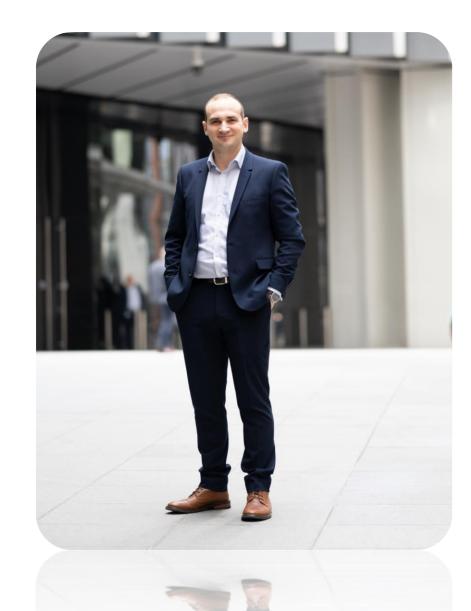




Successfully turning your Talents into Real Brand Ambassadors



What solutions do we provide?

Strong expertise, improved happiness and increased productivity of your guest facing employees leading to reduced staff turnover

60 to 70% more chances to upsell and get referrals from fully satisfied and loyal customers

Better customer satisfaction: up to 40% increase of the total revenue generated from clients each year

Improved credibility by getting your business and team members awarded certificates on the quality of the experience provided

Up to 60% increase of the total amount of feedback, referrals and recommendations received from customers



Bespoke Hospitality Programmes

What does it include?

- From 3 to 5 Training courses delivered weekly, bi-weekly or monthly
- Each course converted into a 3-hours session each
- Each course made bespoke based on your own needs
- Applicable individual takeaways shared at the end of each course
- Personal assignments and post-course activities to do after each course
- 121 sessions with the managers between each course to ensure consistency



Standard Hospitality Programme

3 courses delivered daily, weekly or monthly

Session 1

Delivering an exceptional customer experience on a consistent basis

Session 2

Conflict management – the keys to success to conflict resolution

Session 3

Understanding and applying the core values of Leadership



Advanced Hospitality Programme

All courses delivered daily, weekly or monthly

Session 1

Customer Success: Get all the basics right and enhance your customer experience

Session 2

Delivering an exceptional customer experience on a consistent basis

Session 3

Conflict management – the keys to success to conflict resolution

Session 4

Understanding and applying the core values of Leadership

Session 5

The keys to success to continuous improvement



How to get in touch?

Email:

contact@beyond satisfaction.co.uk

Website:

https://www.beyondsatisfaction.co.uk

LinkedIn:

Pierre Bauzee

Free discovery call:

https://calendly.com/beyondsatisfaction/30min