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## Case Study 1 – Customer Success Programme – Fast Credit Limited

## Client's details



### Company and offer provided

#### Company name:

Fast Credit Limited

#### Offer:

2 different Customer Success Programmes delivered to a total of 55 team members

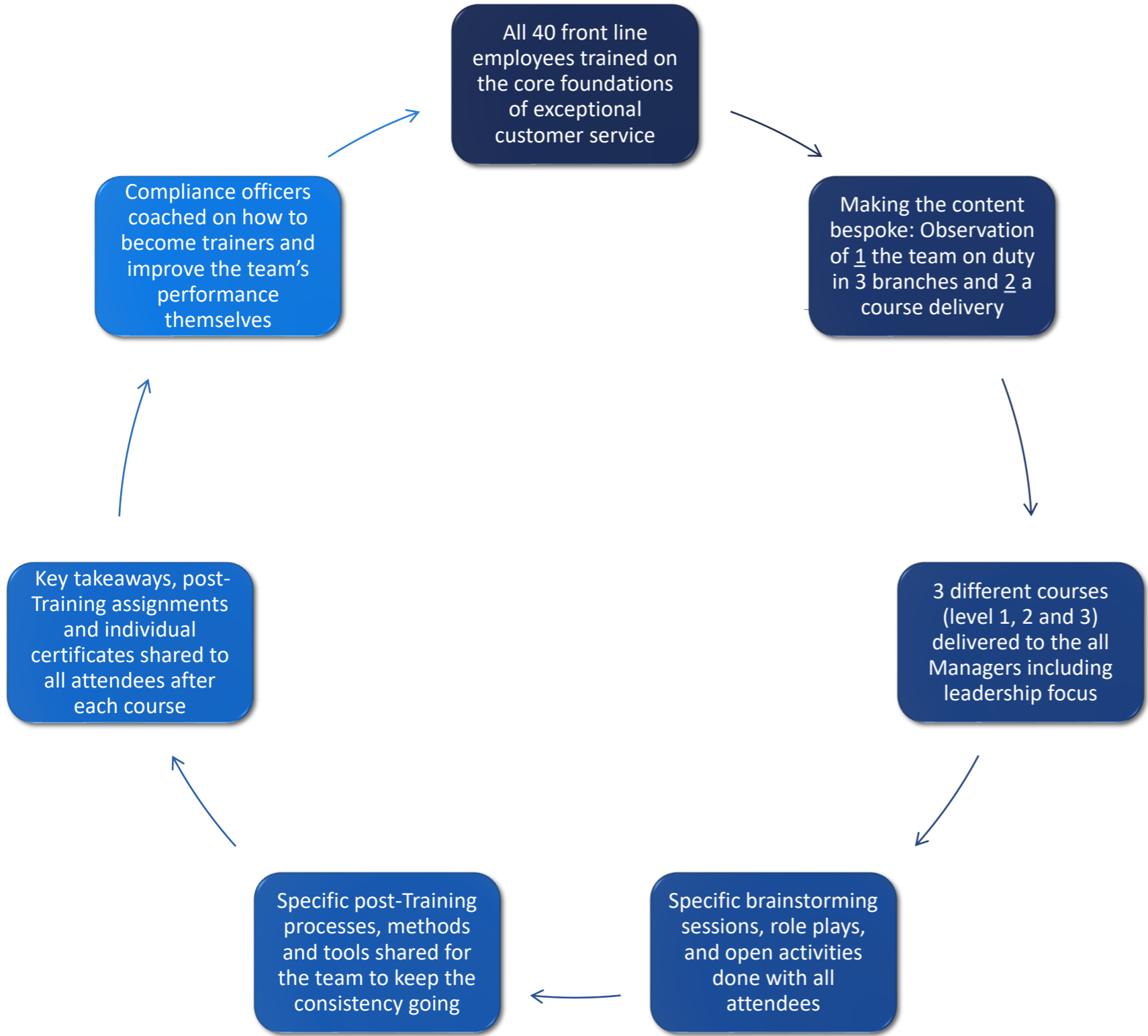
#### Number of courses delivered:

12 sessions

#### Focused:

Customer Success programmes focusing on elevating the customer service performance of the entire team while improving the ability

# What has been covered?



## What was the result?



Improved customer service skills and expertise from both the managers and guest facing employees

Better ability from all employees to handle complaints and difficult clients

Better ability from all employees to handle courageous conversations and objections

Strong ability from managers to check/lead the team in delivering exceptional & consistent customer service

Increased clientele's satisfaction, advocacy and loyalty

Up to 40% increase of the total revenue generated from current customers

Increased amount of positive feedback received from customers

Up to 50% increase of the number of referrals and recommendations received from customers

Improved ability from compliance officers to train

Strong processes and methods in place in order to bring

Easy tools for every team member to

Increased credibility by being awarded both individuals and a company's certificate

## Attendee Testimonial



I had the opportunity to attend a fantastic training session conducted by Pierre. The insights and knowledge shared were invaluable, and the session was incredibly engaging while creating a safe space for us. Looking forward to applying everything I've learned.

**Attendee – Fast Credit Limited**



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## Case Study 2 – Customer Service Training – Blizzard Group

## Client's details



### Company and offer provided

#### Company name:

Blizzard Group

#### Offer:

Bespoke Customer Service Training courses

#### Number of courses delivered:

Bespoke training courses delivered both in 2024 and 2025

#### Focused:

Customer service Training courses delivered to front line employees, coordinators and technicians

# What has been covered?





## What was the result?



Increased clientele's satisfaction and loyalty

Up to 40% increase of the total revenue generated from current customers

Increased amount of positive feedback received from customers

Up to 50% increase of the number of referrals and recommendations received from customers

Up to 50% increase of the total upselling opportunities

Improved retention rate and customer lifetime value

Increased staff happiness and reduced staff turnover

Improved customer service skills and expertise from guest facing employees

Set methods to deal successfully with difficult customers

Ability to handle customer issues into long lasting loyalty

Set methods to follow up on the team's performance post delivery

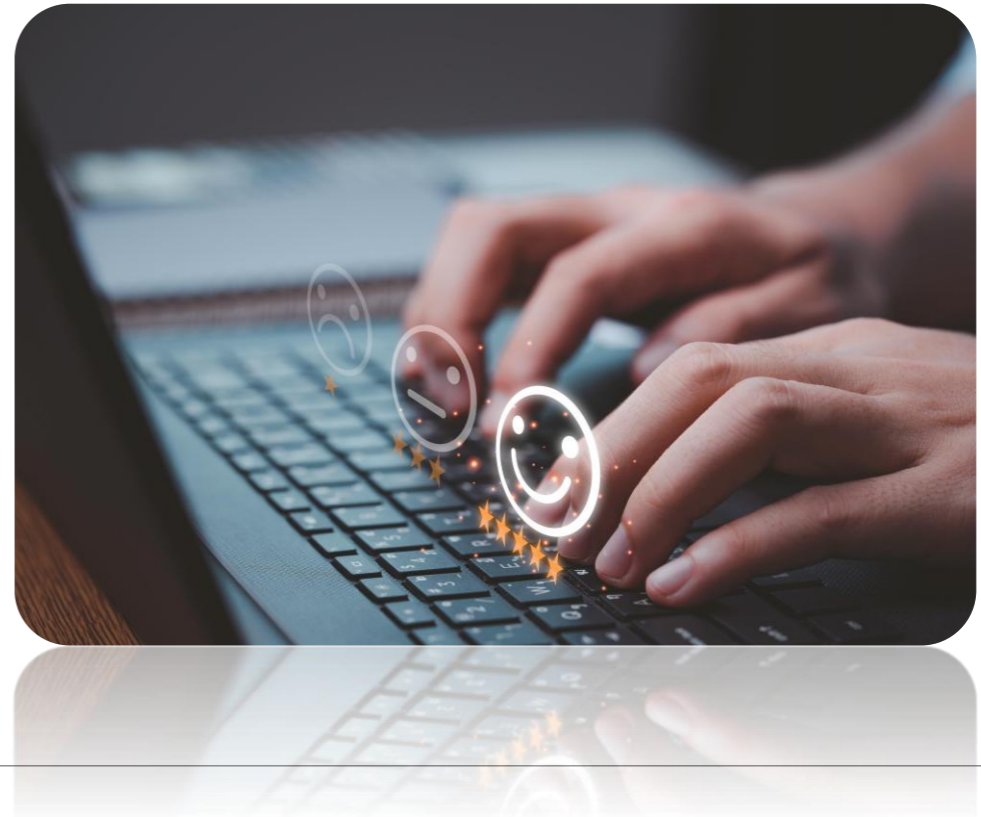
Applicable takeaways given to each attendee to ensure personal improvement

## Testimonial from Client



Pierre went into full details on the different aspects of customer success and covered everything we wanted. We are now 10 times more knowledgeable on both basics of customers service and on how to manage difficult clients. The way it was presented, how we had to work on our own documentation and the way Pierre engaged with us made it very interactive.

**Operations Manager – Blizzard Group**



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Additional Testimonials

# Additional Clients' testimonials

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Excellent delivery, clear, concise and very helpful. Exceptional insights and very knowledgeable trainer. On top of the content, what really stood out was the engagement, the originality and the personal anecdotes the trainer shared! Well done for an engaging and insightful session!

**Kate Berry – London Vision Clinic**

Amazing presentation and content. Lots of useful tips on how to handle the more challenging clients. Very engaging course and asked us very important questions that I have never considered before. Very important learnings that I can include in my work and role moving forward. So thank you again!

**Polly Ogden – Maclynn International**

Very useful, so nice to see things from another perspective. Great personal examples and experience shared. Made the Training very interactive. Feel like I have learned many things to improve my managing skills during a very entertaining course. The body language of the presentation is very good.

**The Randolph Hotel - Oxford**

We had the pleasure to attend on of the Customer Service training delivered by Pierre, he was simply excellent and is very knowledgeable about the whole customer journey, the team found this extremely valuable. We take our customer service incredibly serious so thank you Pierre, would highly recommend.

**Justine Maroudias – Talk UK Telecom**

## How to get in touch?

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