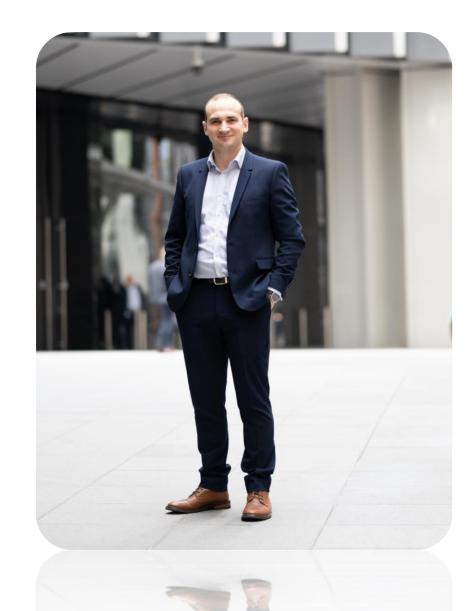




Successfully turning your Talents into Real Brand Ambassadors



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 Customer Care 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 Customer Care Programme

## 3 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

The keys to success to effectively handle complaining and challenging customers



## **Advanced Customer Care Programme**

## 5 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

The keys to success to effectively handle complaining and challenging customers

#### Session 4

Successfully managing and exceeding your customer expectations

#### Session 5

How to generate long-standing loyalty from your customers?



# How to get in touch?

## **Email:**

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## Website:

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## LinkedIn:

Pierre Bauzee

## Free discovery call:

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