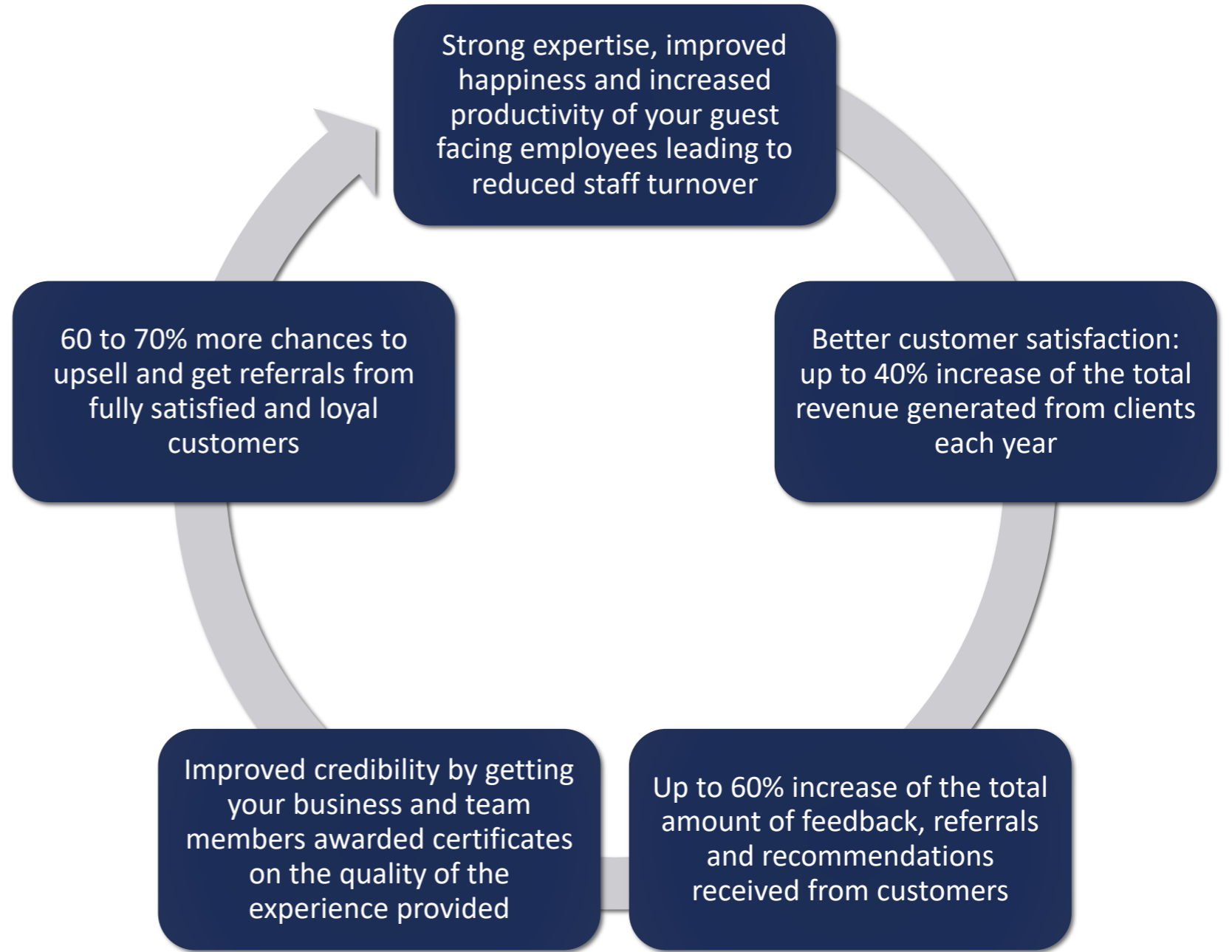


Successfully turning your Talents into Real Brand Ambassadors



What solutions do we provide?





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?

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Free discovery call:

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