

# 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 all Training courses delivered weekly or monthly
- Personal assignment for each attendee between each course
- Group coaching sessions included in most courses
- Pre-Programme individual meetings to discuss personal needs
- Mid-Programme individual meetings to discuss progression and challenges
- Post-Programme individual meetings to discuss results and progressions

### 2 different Programmes:

- Standard Customer Care Programme: 3 Training courses
- Advanced Customer Care Programme: All Training courses



# How to get in touch?

### Email:

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### Website:

https://www.beyondsatisfaction.co.uk

### LinkedIn:

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#### Free discovery call:

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