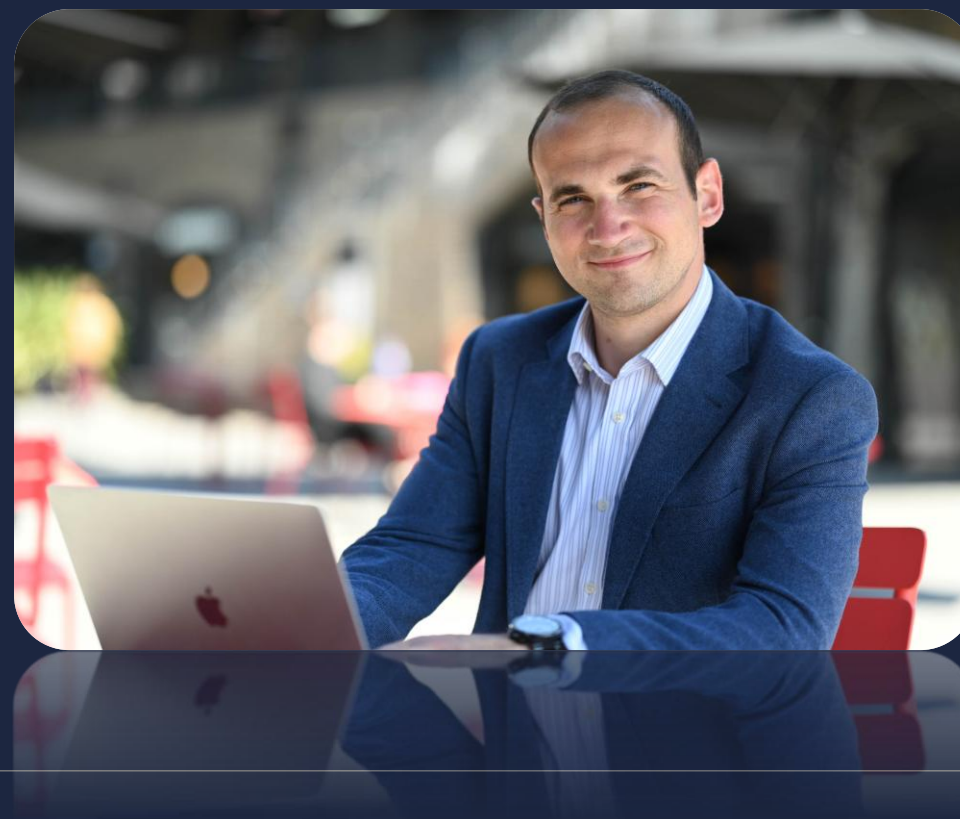




# Beyond Satisfaction

Talent Agency for Hospitality and Customer Service



Recruiting the Talents You Need



What solutions do we provide?





## How do we do it?

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- Induction training taken care of for you
- Flexible and quality focused staffing solutions tailored to your needs
- In-depth screening and bespoke selecting processes
- Recruitment solutions aligned to your needs and cheaper than competitors
- Streamlined processes built from a detailed recruitment plan improving efficiency
- Strong industry expertise and wide network in hospitality and customer service
- Pre-trained new recruits with tailored training provided before their start dates
- Bespoke courses for each new recruit increasing efficiency, happiness and loyalty

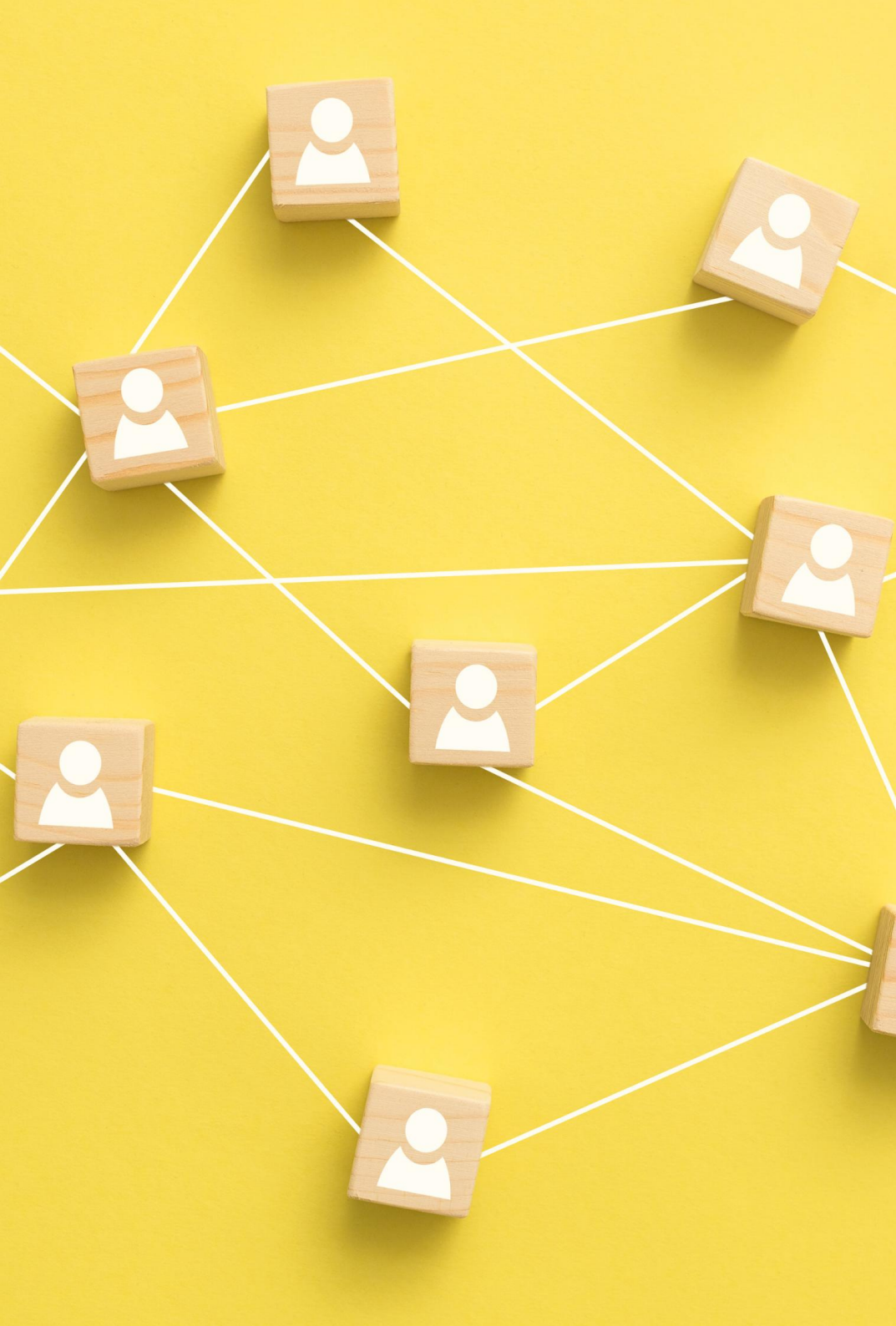


## Having us recruiting for you – What does it include?

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- Cheaper fees than competitors for better results and induction included
- Bespoke Clients' assessments and recruitment plan
- Soft-skills and personality focused candidate questionnaires
- Customer service and induction training covered by us
- Bespoke Candidate's assessment and interview framework
- Well-established procedures guided by a detailed recruitment plan
- Full reference check and detailed reporting post referencing
- Approvals, handovers and close communication with clients through the process
- Detailed verbal and written handover post-selection





## The types of Talents we can recruit for you

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### **Senior Hospitality Talents:**

Our main focus. Any senior roles within the hospitality industry, we would be delighted to recruit for you! From Head of Departments to General Managers, we use our streamlined processes and strong expertise to get you the perfect Talent.

### **Customer Service Talents:**

One of our key focuses when it comes to recruitment is definitely on customer service roles. From retail to call and contact centres to private medical sector, we cover a wide range of industries when it comes to getting you the best Talents.

### **Hospitality Talents:**

Any type of roles throughout all the different hospitality sectors, we can recruit for you! From waiters to receptionists, we will put everything in place to get you the best Talents which are fully matching with your own needs.

# Clients' testimonials

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Thank you ever so much for finding the perfect fit for us and for being so flexible and for maintaining such great communication. The way you conducted the whole recruitment process and went above and beyond with all the different solutions you had really went beyond our expectations.

**PenniBlack Catering**

Exceptional recruitment services and true commitment from Beyond Satisfaction and Pierre! Clear processes and constant communication with us. Many great advice which helped our business to solve our recruitment issues.

**Olive and Sage Hampstead**

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.

**Blizzard Group**

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!

**The London Vision Clinic**



## Quality certified

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**Willing to see how great we do? Check out my YouTube, website and reviews:**

- 5-star ranking on Google with 42 reviews
- Website <https://www.beyondsatisfaction.co.uk/>
- YouTube Channel <https://youtube.com/@beyondsatisfactioncustomer2037>

### **Qualifications, accreditations and compliances:**

- Data protection and GDPR compliance + compliance with all key laws
- Professional indemnity insurance cover
- Train The Trainer Bootcamp Qualification – Jason Teteak
- Dale Carnegie – High Impact Presentation Qualification
- Disciplinary and Grievance – The Landmark London



## How to get in touch?

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### Email:

[contact@beyondsatisfaction.co.uk](mailto:contact@beyondsatisfaction.co.uk)

### Website:

<https://www.beyondsatisfaction.co.uk>

### LinkedIn:

Pierre Bauzee

### Free discovery call:

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