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Successfully turning your Talents into Real Brand Ambassadors



## What solutions do we provide?

Long-term impact and consistency in delivering exceptional customer service with passion and confidence

Improved credibility by getting both your company and your team awarded certificates from each accredited course delivered

Front-line employees transformed into real brand ambassadors and managers turned into real customer service leaders and mentors

Enhanced employee happiness and retention alongside with long-term improvements in customer loyalty and satisfaction

From complaints handling to setting boundaries, a stronger ability to successfully handle all CS challenges

15 years of experience managing people and customers in top luxury establishments turned into powerful insights

# Clients' testimonials

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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

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 – Clinic Manager - London Vision Clinic

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

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



## Quality certified



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

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

### **Qualifications and accreditations:**

- Train The Trainer Bootcamp Qualification – Jason Teteak
- Dale Carnegie – High Impact Presentation Qualification
- Practical Training Qualification – People 1<sup>st</sup> International
- Train The Trainer Qualification – The Landmark London
- Disciplinary and Grievance – The Landmark London



## Course 1 – Delivering Exceptional Customer Service on a Consistent Basis

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### **Topics covered:**

- The core foundations of customer service
- True and genuine customer care: from a powerful mindset to a perfect attitude
- The importance of generating trust and how to successfully do it
- Be proactive around your customers' needs
- Managing and exceeding your customer expectations
- The keys to success to effective complaints handling
- Understanding your customers' perspective on a consistent basis

**Length:** 4 hours / Half-day

[\*\*Get in touch\*\*](#)



## Course 2 – Successfully Managing and exceeding Your Customers’ Expectations

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### Topics covered:

- Expectations management: what mindset to have?
- The core foundations of expectations management
- The importance of generating trust and how to successfully do it
- Be proactive around your customers’ needs
- Become a Master in courageous conversations and objection handling
- Improve both your communication and negotiation skills

**Length:** 4 hours / Half-day

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## Course 3 – All You Need to Know About Complaints Handling and Managing Difficult Customers

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### Topics covered:

- Switch your mindset around customer issues and complaints
- The core foundations of expectations management
- The keys to success to effective complaints handling
- Dealing effectively with difficult and challenging customers
- Become a Master in courageous conversations and objection handling
- Getting the best out of your customers' feedback

**Length:** 4 hours / Half-day

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## Course 4 – Managers: Keeping an Exceptional Level of Customer Service Within Your Team

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### Topics covered:

- The core foundations of customer success
- Spread the correct mindset through a culture of performance management
- Group coaching: Individual challenges and specific actions to apply moving forward
- More in-depth with expectations management and objection handling
- More in depth with difficult customers and complaints handling
- Teach your team to set boundaries and handle objections for you

**Length:** 4 hours / Half-day

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## Course 5 – Customer Oriented Methods and Strategies for Sales Teams

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### Topics covered:

- Expectations management during the selling stage: how to successfully do it?
- Understanding the importance of generating trust right from the start
- Be proactive around your customers' needs
- All you need to know to successfully onboard customers
- Understanding your customers' perspective on a consistent basis
- Become a Master in courageous conversations and objection handling

**Length:** 4 hours / Half-day

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## Course 6 – Customer Service: Get All Basics Right to Elevate Your Customer Experience

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### Topics covered:

- True and genuine customer care: from a powerful mindset to a perfect attitude
- Remaining consistent in delivering exceptional customer service – how to do it?
- All you need to know about expectations management
- Identify, anticipate and fulfil your customers' needs
- Bring your attention to details to the next level
- Dealing effectively with challenging customers
- All you need to know about objection handling and setting boundaries
- Getting the best out of your customers' feedback

**Length:** 1 day

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Bespoke Customer Care Programme



## Bespoke Customer Care Programmes

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### What does it include?

- From 3 to all Training courses delivered weekly or monthly
- Personal assignment for each attendee between each course
- Each course made bespoke based on the business and attendees' needs
- 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

[Get in touch](#)

The hardest part of running a business is managing people, what about getting some help where needed?



**Email:**

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

**Free discovery call:**

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

**LinkedIn:**

Pierre Bauzee



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