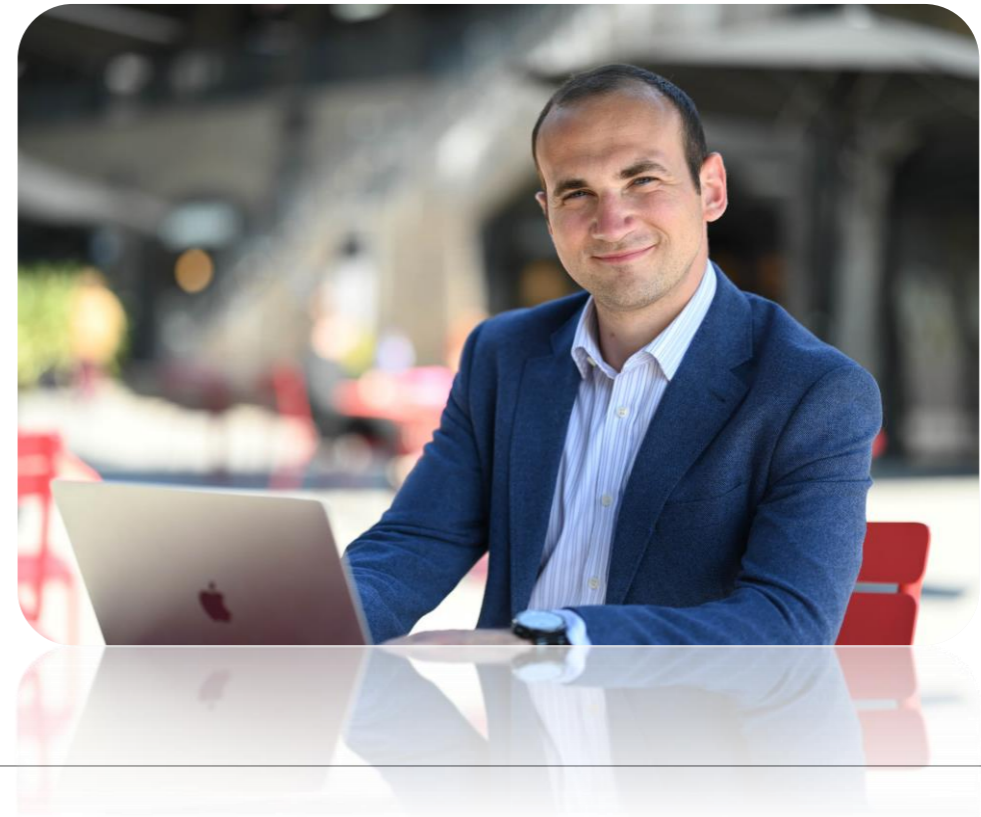


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Successfully bringing your business towards customer success

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About what I do



What solutions do I provide?



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Summary – Bespoke Hospitality Programmes



Bespoke Hospitality Programmes

What does it include?

- Weekly 121 meetings
- From 3 to all Training courses delivered daily, weekly or monthly
- Each course converted into a 3-hours session each
- Personal assignment for each attendee between each course
- Each course made bespoke based on the business and attendees' needs
- 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



Standard Hospitality Programme

3 courses delivered daily, weekly or monthly

Session 1

Delivering an exceptional customer experience on a consistent basis

Session 2

Conflict management – the keys to success to conflict resolution

Session 3

Understanding and applying the core values of Leadership



Advanced Hospitality Programme

All courses delivered daily, weekly or monthly

Session 1

Customer service – get all the basics right and enhance your customer experience

Session 2

Delivering an exceptional customer experience on a consistent basis

Session 3

Conflict management – the keys to success to conflict resolution

Session 4

Understanding and applying the core values of Leadership

Session 5

The keys to success to continuous improvement

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Summary – Training Courses included in the Programmes



Delivering an exceptional customer experience on a consistent basis

Topics covered:

- Basics of customer relationship
- Customer care – from a powerful mindset to a perfect attitude
- Showing genuine care to generate trust
- Identify, anticipate and fulfil your customer needs
- Understanding your clients' perspective better



Customer service – get all the basics right and enhance your customer experience

Topics covered:

- Knowing and setting your limits with your customers
- Understand and acknowledge your customers' needs
- Attention to details
- Bring meaningful changes and overcome challenges for a better experience
- Getting the best out of your customers' feedback



Conflict management – The keys to success to conflict resolution

Topics covered:

- Key behaviors to deal with conflicts effectively
- Solve the common sources of conflicts in your workplace
- The importance of managing your emotions
- Stay away and stand against negativity
- Actively ease tensions within your team
- Stand against blaming culture



Understanding and applying the core values of Leadership

Topics covered:

- The importance of working with integrity
- The impact of leading by examples on your team
- The importance of self-awareness
- Enhance individual improvement through performance management
- Cast the correct vision
- Provide the best working environment for your team to succeed



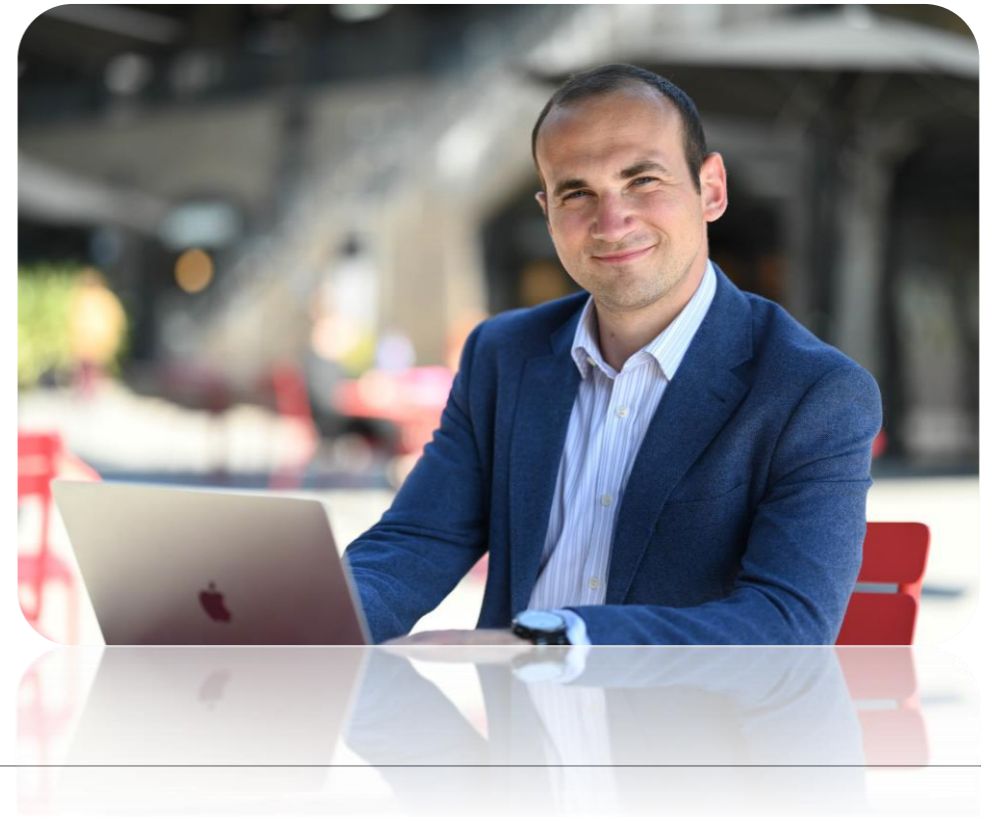
The keys to success to continuous improvement

Topics covered:

- Understanding your needs of development
- Effectively improve from feedback
- Set and follow your personal development plan
- Work effectively with autonomy and ownership
- Have the correct attitude towards problems
- Improve your ability to work under pressure

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How to get in touch?



How to get in touch?

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Website:

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

LinkedIn:

Pierre Bauzee

Free discovery call:

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

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Thank you