

BEYOND SATISFACTION

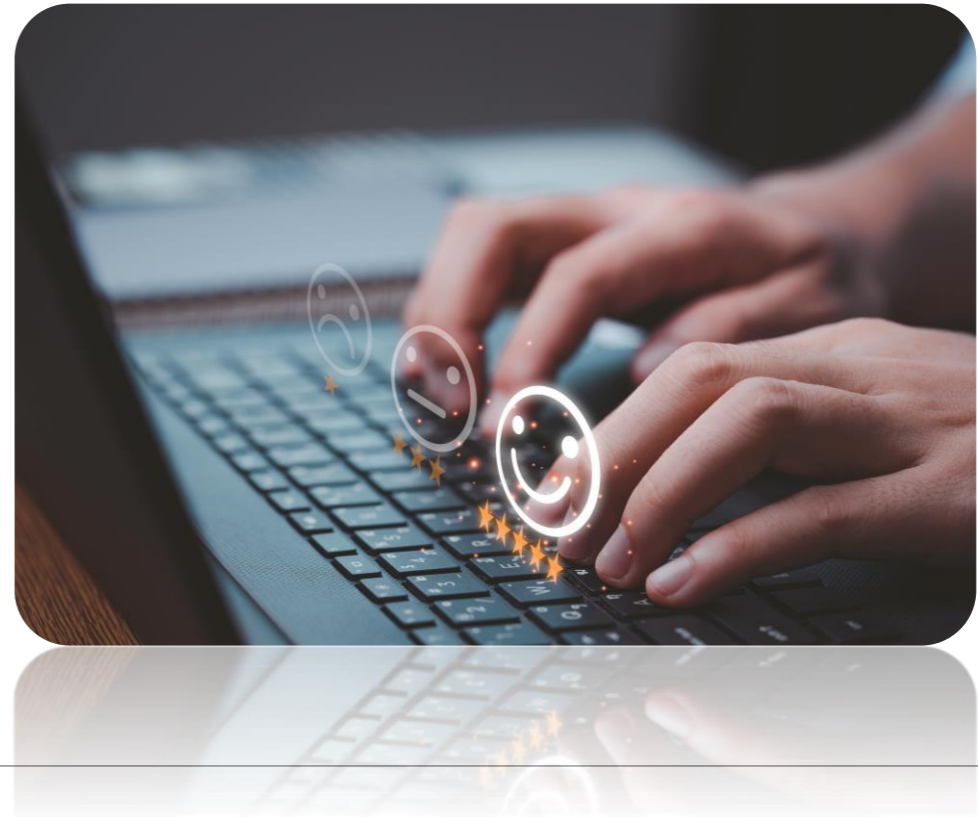
CUSTOMER SERVICE SPECIALIST



Case studies – Customer Experience Consultancy

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Case Study 1 – Customer Experience Consultancy – IT Builder

Client's details



Company and offer provided

Company name:

IT Builder

Offer:

Customer Service Consulting and Training

Focused:

- Customer Service and Feedback consultancy with implementation of results-driven methods and strategies
- Customer service Training delivered to front line employees and IT technicians

What has been covered?



What goals have been reached and what has been improved?



Up to 40% increase of the total revenue generated from current customers

Improved feedback strategy with more and better feedback received

Increase of the number of referrals and recommendations received from customers

Set methods and trained employees on effective complaints handling / handling customer issues / challenging customers

Up to 50% increase of the total upselling opportunities

Specific methods to check on customer satisfaction and the value delivered leading to increased loyalty and retention

Front line employees fully trained on all the core principles leading to increased clientele's satisfaction

Successful and consistent internal and external channels of communication leading to increased experience

Testimonial from client

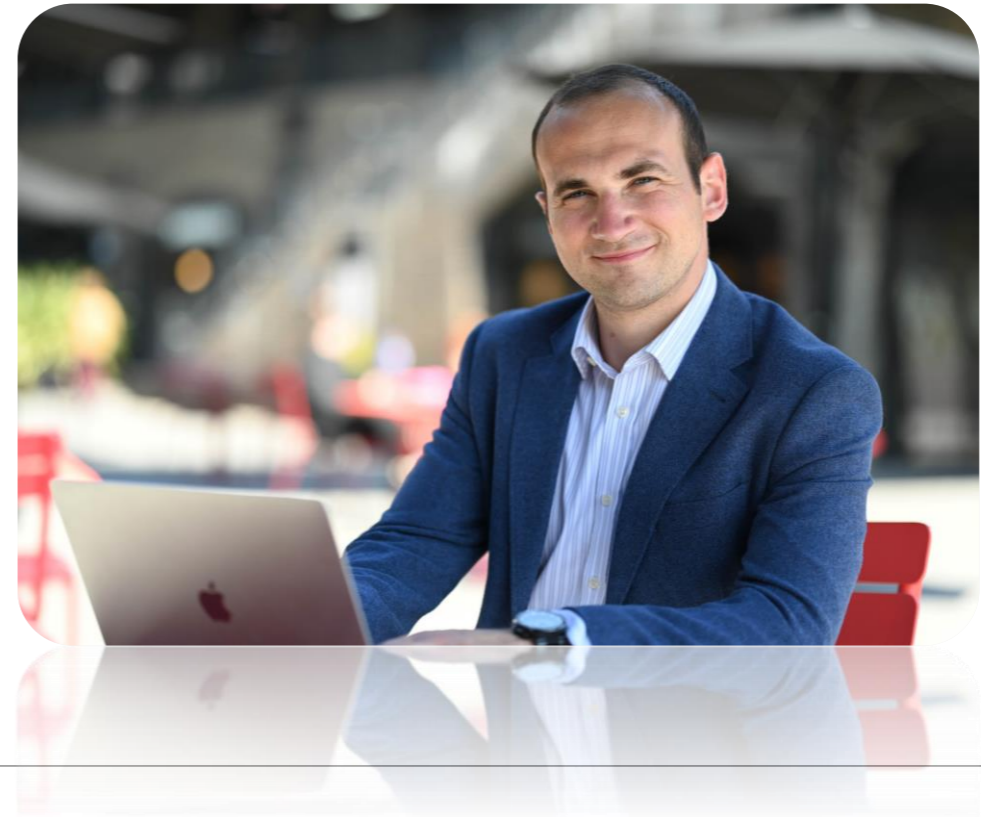


The quality was very good, there was a lot of practical advice given that we will be able to use to directly improve our services. Was particularly happy with the level of understanding of our issues and forethought on how they can be improved.

James Gray – IT Builder

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Case Study 2 – Customer Journey Mapping – Iwant2Network

Client's details



Company and offer provided

Company name:

Iwant2network

Offer:

Customer Journey Mapping Consultancy

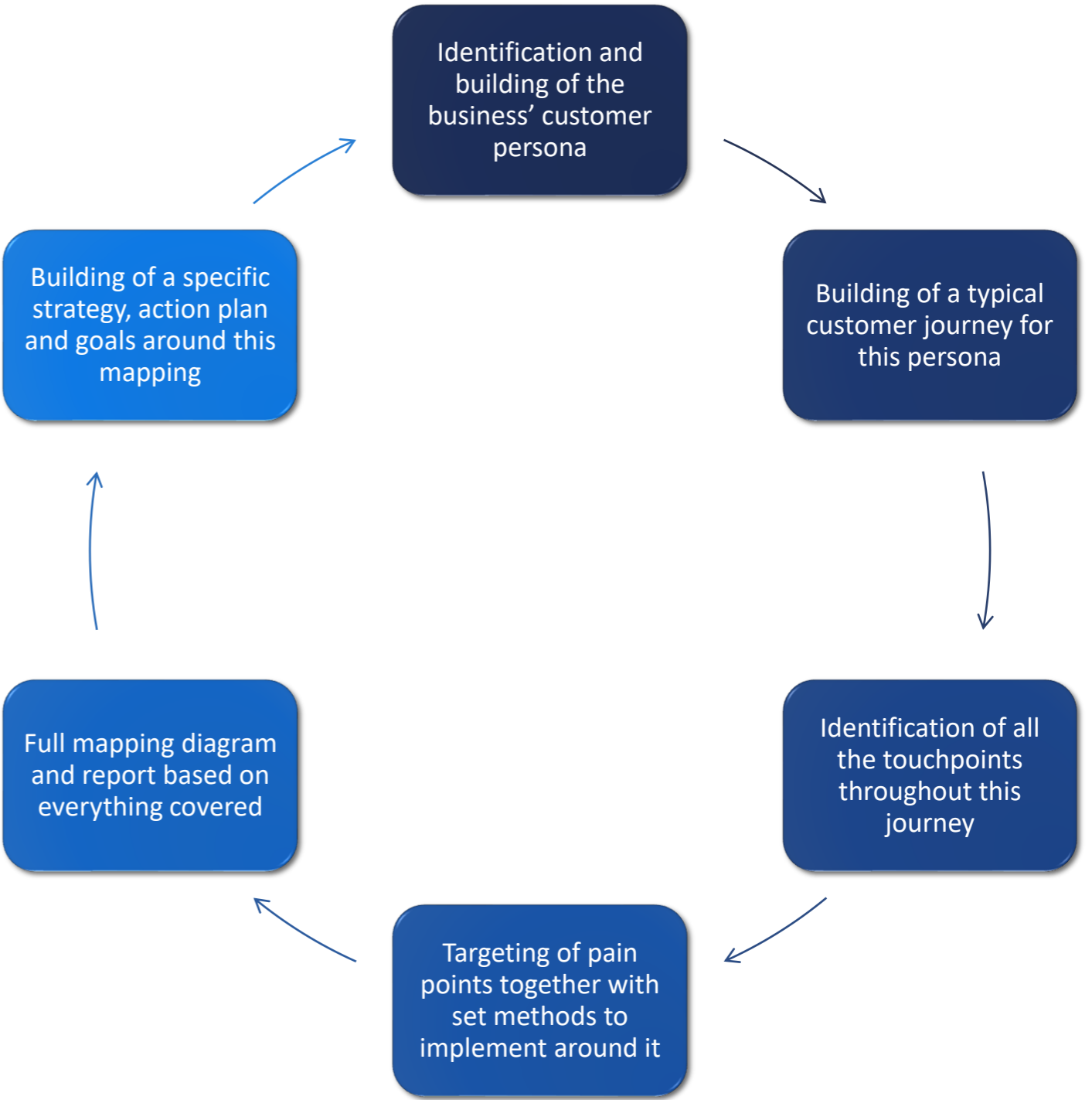
Consultancy period:

2 months

Focused:

Customer Journey Mapping for clients/members with analysis and implementation of customer-oriented methods and strategies

What has been covered?



What touchpoints have been analysed and improved?



Messaging through brand awareness and marketing

Messaging through website

Selling and onboarding processes

Automations

Ways and methods to manage expectations

Methods to handle the different forms of clients' enquiries through the journey

Methods to check on customer satisfaction and the value delivered

Way of handling issues, complaints or last-minute requirements

Different channels of communication from beginning to end

Customer oriented feedback on the networking sessions

Feedback strategy

Offboarding methods and follow-up post-delivery

What has been implemented and what is the outcome/result?



- Improved ability to take additional enquiries by up to 30% while keeping the clientele's satisfaction very high
- Increase of the total revenue generated from current customers
- Increase of the number of referrals and recommendations received from clients
- Clear mapping of the customer journey as well as the methods and strategies around it
- Better ability to onboard, check and get feedback from customers with a better messaging and expectations successfully managed
- Pain points from either side turned into positive touchpoints to make the experience better and keep clients longer
- Better methods to collect genuine information on your customers' side leading to increased loyalty

Testimonial from client

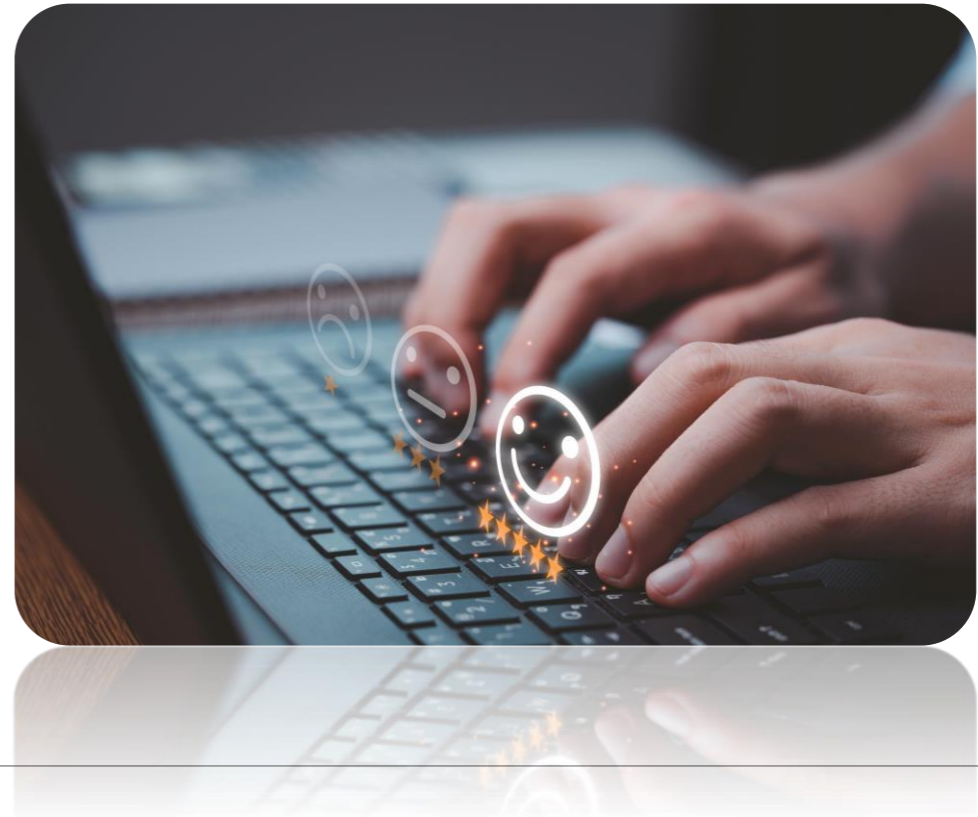


I worked with Pierre with my customer journey mapping last winter and he was an absolute star! He has amazing background and expertise of customer service working with both the hospitality and corporate sector. He gave me a strong plan and lots of great nuggets which enabled me to put in a more slim lined approach and instigate some better processes. Really pleased that I delved in, and worth every penny.

Lizzie Phillips – Iwant2network

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Clients' testimonials

Clients' testimonials

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

This Training was brilliant to say the least. Very easy to understand, clear and concise. Your delivery method was welcomed by all. We all went away with a good understanding from the Training and have used this in our daily dealings with clients. We can see a remarkable difference straight away.

Adela Manzor – Radshaw Solicitors

I worked with Pierre last winter and he was an absolute star! He has amazing background and expertise in customer service working with both the hospitality and corporate sector. He gave me a strong plan and lots of great nuggets which enabled me to instigate some better processes. Really pleased that I delved in, and worth every penny.

Lizzie Phillips – Iwant2network

The quality was great, there was a lot of practical advice given that we will be able to use to directly improve our services. Was particularly happy with the level of understanding of our issues and forethought on how they can be improved.

James Gray – IT Builder

More testimonials

Pierre helped me with my strategies and approaches to customer service. I'm very impressed with his process, he asked the right questions, gave me the right guidance and direction. He pointed out my weaknesses and was very honest, confident and experienced. I highly recommend Pierre's services.

Mona King – Web designer

I've thoroughly enjoyed my time participating in Pierre's Training programme which have been so valuable to me and my team. Something that was encouraged was bringing real experiences/challenges to the group so that we could discuss and tackle them together. Pierre is truly an expert in his field. Thank you!

Kierney Frampton - ONLE Networking

I benefited from Pierre's service and have learned really useful strategies to improve the customer experience in my business. Pierre is a great teacher and takes time to make sure you understand each principle before moving on to the next. Highly recommended!

Mike Sharp - Mike's Online Academy

Such a great course and great practical examples shared from Pierre's own experience. Thank you for sharing that. Loved the two activities we did, set our mind to think in a broader way!

Unique Venue Birmingham

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Thank you
