

BEYOND SATISFACTION

CUSTOMER SERVICE SPECIALIST



Case Studies – Customer Service Training

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Case Study 1 – Customer Service Training – Blizzard Group

Client's details



Company and offer provided

Company name:

Blizzard Group

Offer:

Bespoke Customer Service Training courses

Number of courses delivered:

2 bespoke training courses

Focused:

Customer service Training courses delivered to front line employees, coordinators and technicians

What has been covered?



What was the result?



Increased clientele's satisfaction and loyalty

Increased amount of positive feedback received from customers

Increase of the number of referrals and recommendations received from customers

Up to 50% increase of the total upselling opportunities

Increased staff happiness and reduced staff turnover

Improved customer service skills and expertise from guest facing employees

Set methods to deal successfully with difficult customers

Ability to handle customer issues into long lasting loyalty

Set methods to follow up on the team's performance post delivery

Applicable takeaways given to each attendee to ensure personal improvement

Testimonial from client



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

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Case Study 2 – Customer Service Training – IT Builder

Client's details



Company and offer provided

Company name:

IT Builder

Offer:

Bespoke customer service Training courses

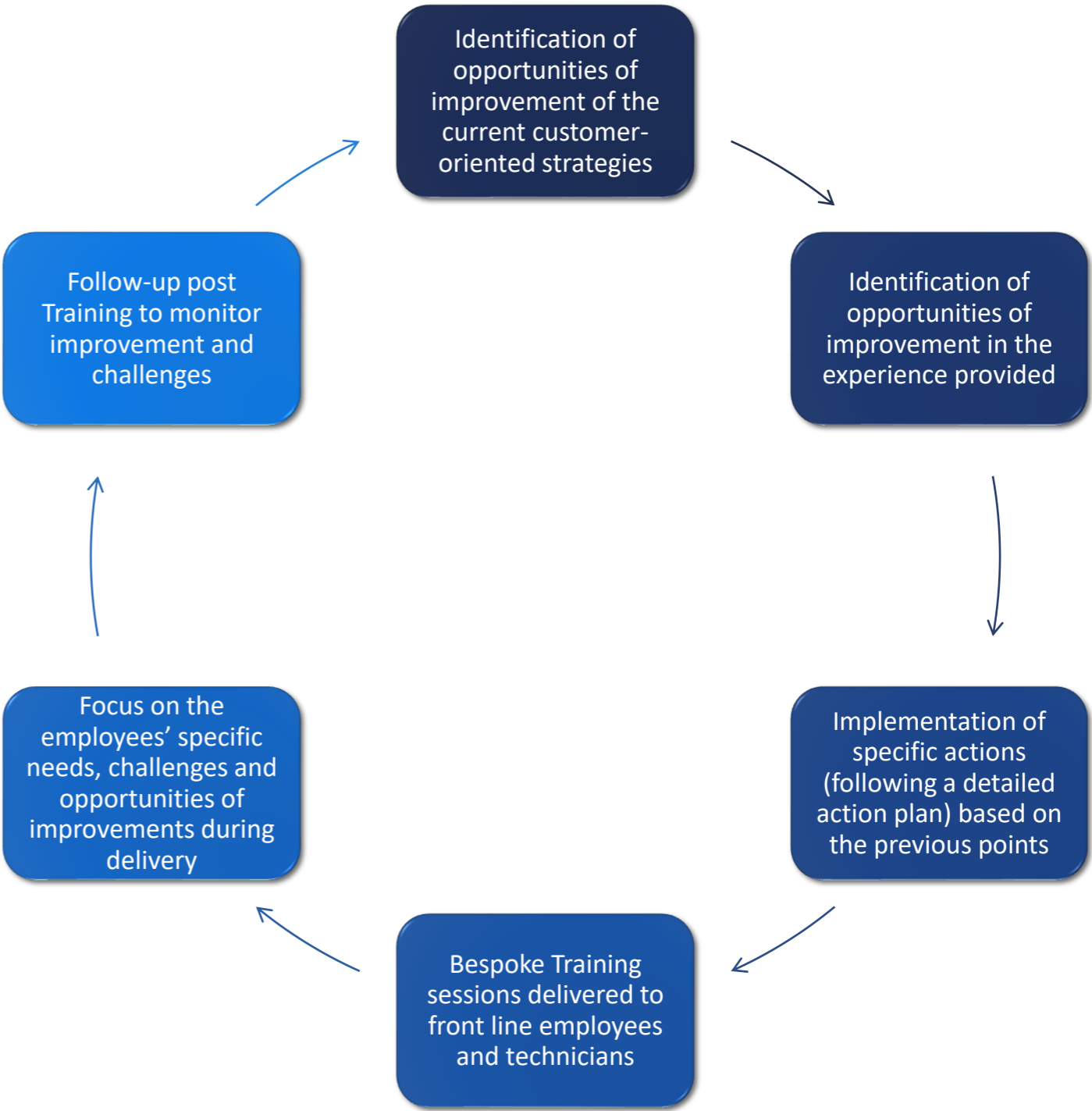
Number of courses delivered:

2 bespoke training courses

Focused:

Customer service Training courses delivered to front line employees and IT technicians

What has been covered?



What goals have been reached and what has been improved?



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

Improved feedback strategy with more and better feedback received

Increase of the total revenue generated from current 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

Increase of the number of referrals and recommendations received from customers

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

Testimonial from client

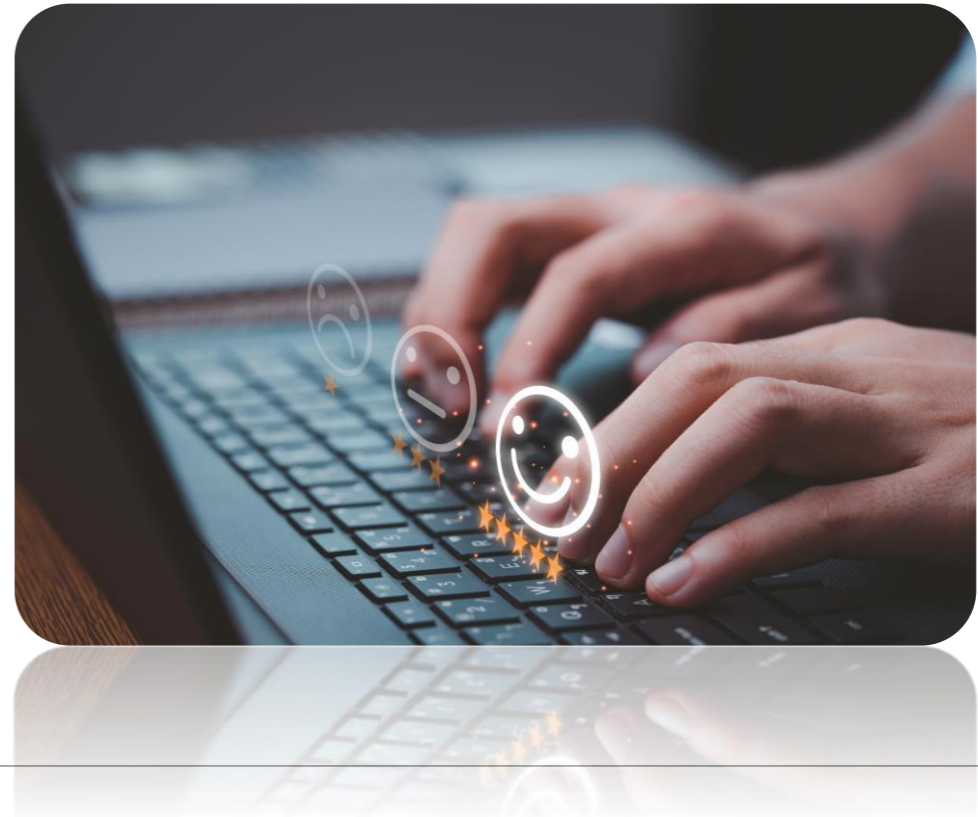


The quality was very good, there was a lot of practical advice given that we will be able to use to directly improve our services. Was particularly happy with the level of understanding of our issues and forethought on how they can be improved.

James Gray – IT Builder

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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
