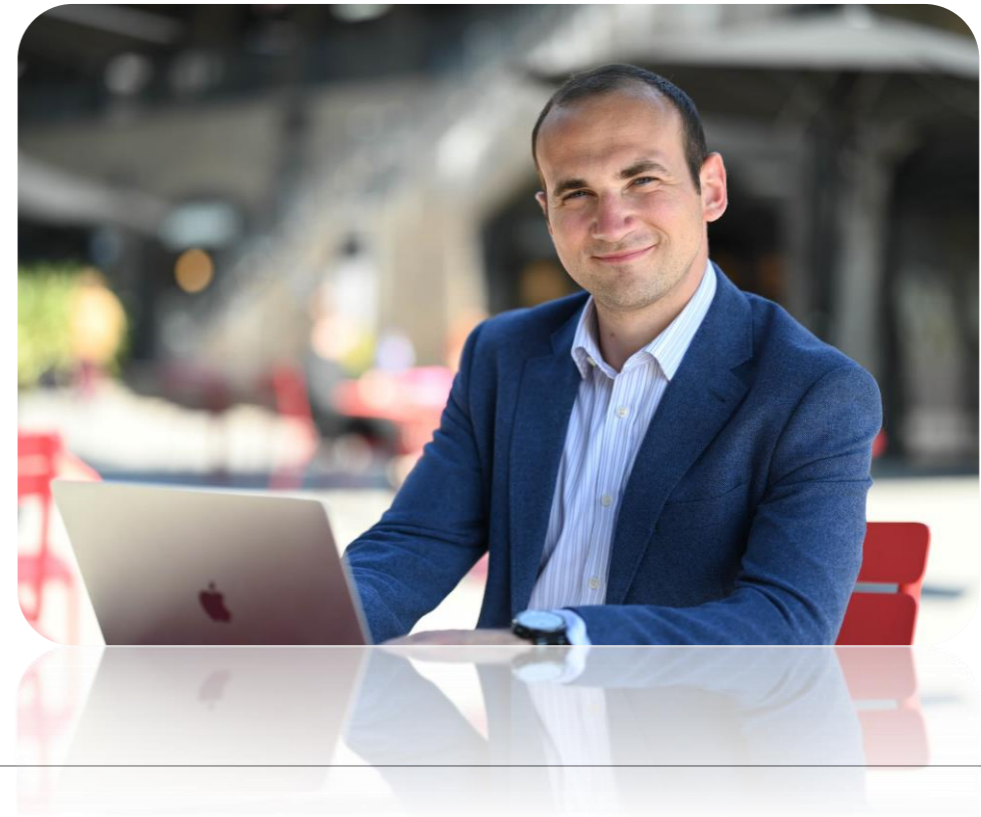


BEYOND SATISFACTION

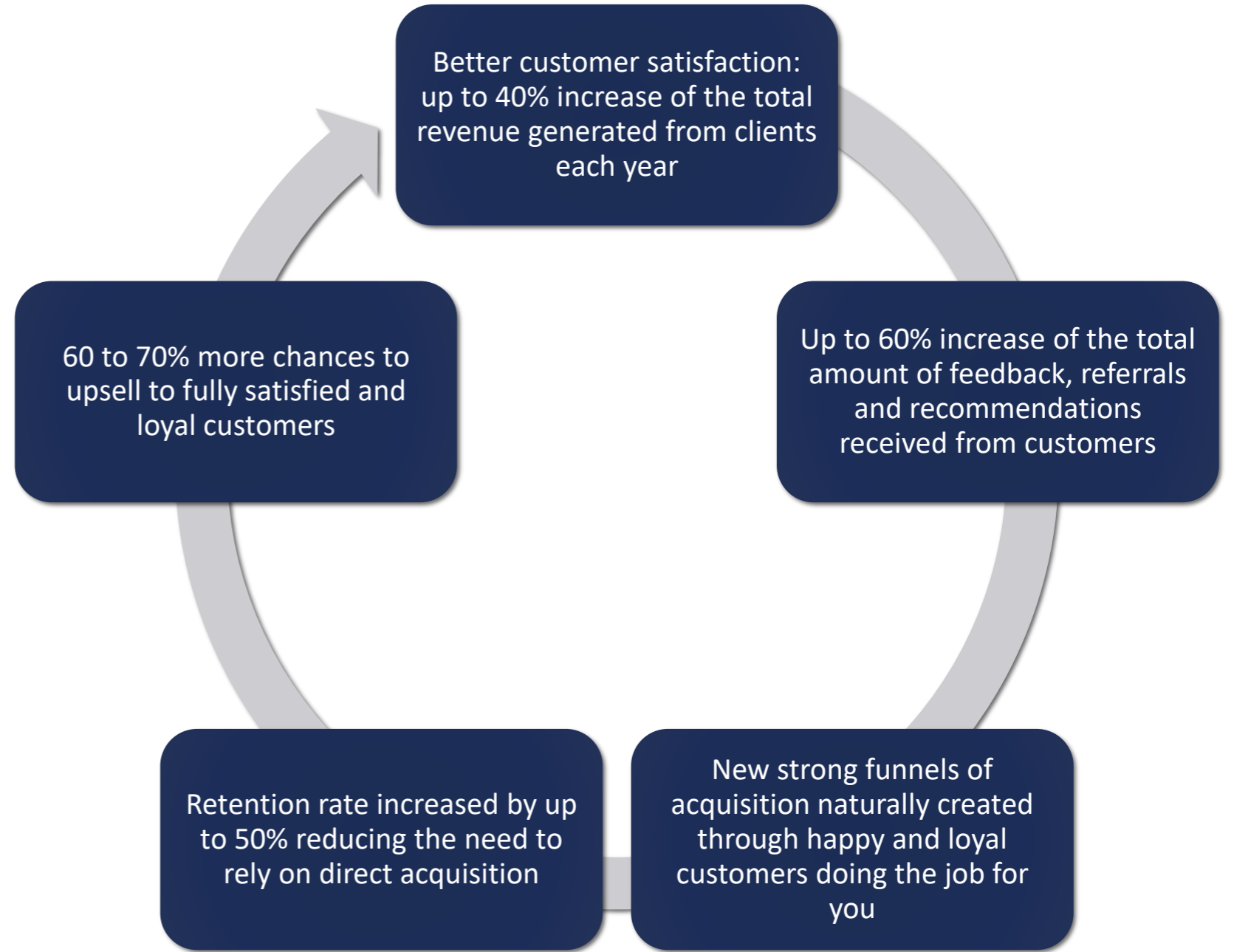
CUSTOMER SERVICE SPECIALIST



Successfully bringing your business towards customer success



What solutions do I provide?





Customer Experience Consulting – Giving businesses powerful strategies and methods to get the best out of customers

Customer Strategy Consulting

What do we review and implement?

Set strategies to generate more retention and acquisition through customers as well as better revenue and business opportunities generated from clients.

More in detail?

- Complete audit of your customer strategies to identify improvements
- Full review of your automations/touchpoints to identify opportunities of improvement
- Complete audit on the performance of your current retention and loyalty strategies
- Analyse and feedback on the current methods focusing on generating more revenue and increasing your sales through your customers
- Full review of your current feedback strategy and implement solutions to generate more and better feedback
- Results-driven analysis of current business goals to define how to associate them with a successful customer-oriented strategy



Customer Experience Consulting – Giving businesses powerful strategies and methods to get the best out of customers

Customer Experience Consulting

What do we review and implement?

Successful methods, internal processes and tools set around the customer journey to make the experience better for clients through every touchpoint.

More in detail?

- Analyse and feedback of all your processes around your customers
- Full review of all the different touchpoints to identify improvement and solutions
- Implementation of strategies to increase clientele's satisfaction in the long-term
- Full review of your customer issues to turn them into opportunities
- Implementation of set methods to manage customer expectations successfully
- Implementation of set methods to handle difficult and complaining customers



Customer Experience Consulting – Giving businesses powerful strategies and methods to get the best out of customers

Customer Journey Mapping

What do we review and implement?

Set customer journey mapping through every touchpoint to make the experience successful for customers and set the correct strategies and methods around them.

More in detail?

- Analysis of the needs of the target customers and what should be done to fulfil those needs
- Complete audit on the different touchpoints through: Enquiring process / Booking process / Delivery process / Offboarding and follow-up processes
- Full insights on the customer perspective and representation of the business throughout the whole customer journey
- Analysis and improvement of the different pain points both on the customer and business side
- Implementation of set methods to manage the customer experience more effectively through each stage of the customer journey

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

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

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

I worked with Pierre last winter and he was an absolute star! He has an amazing background of customer service working with both the hospitality and corporate sector. 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

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



How to get in touch?

Email:

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Website:

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

LinkedIn:

Pierre Bauzee

Free discovery call:

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