



Successfully turning your Talents into Real Brand Ambassadors



What solutions do we provide?

Long-term impact and consistency in delivering exceptional customer service consistently, professionally and with 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

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



Bespoke Hospitality Programmes

What does it include?

- From 3 to all Training courses delivered monthly
- Personal assignment for each attendee between each course
- 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

2 different Programmes:

- Standard Hospitality Programme: 3 Training courses
- Advanced Hospitality Programme: All Training courses



How to get in touch?

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Free discovery call:

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