



# Beyond Satisfaction

Talent Agency for Hospitality and Customer Service



Recruiting the Talents You Need



What solutions do we provide?

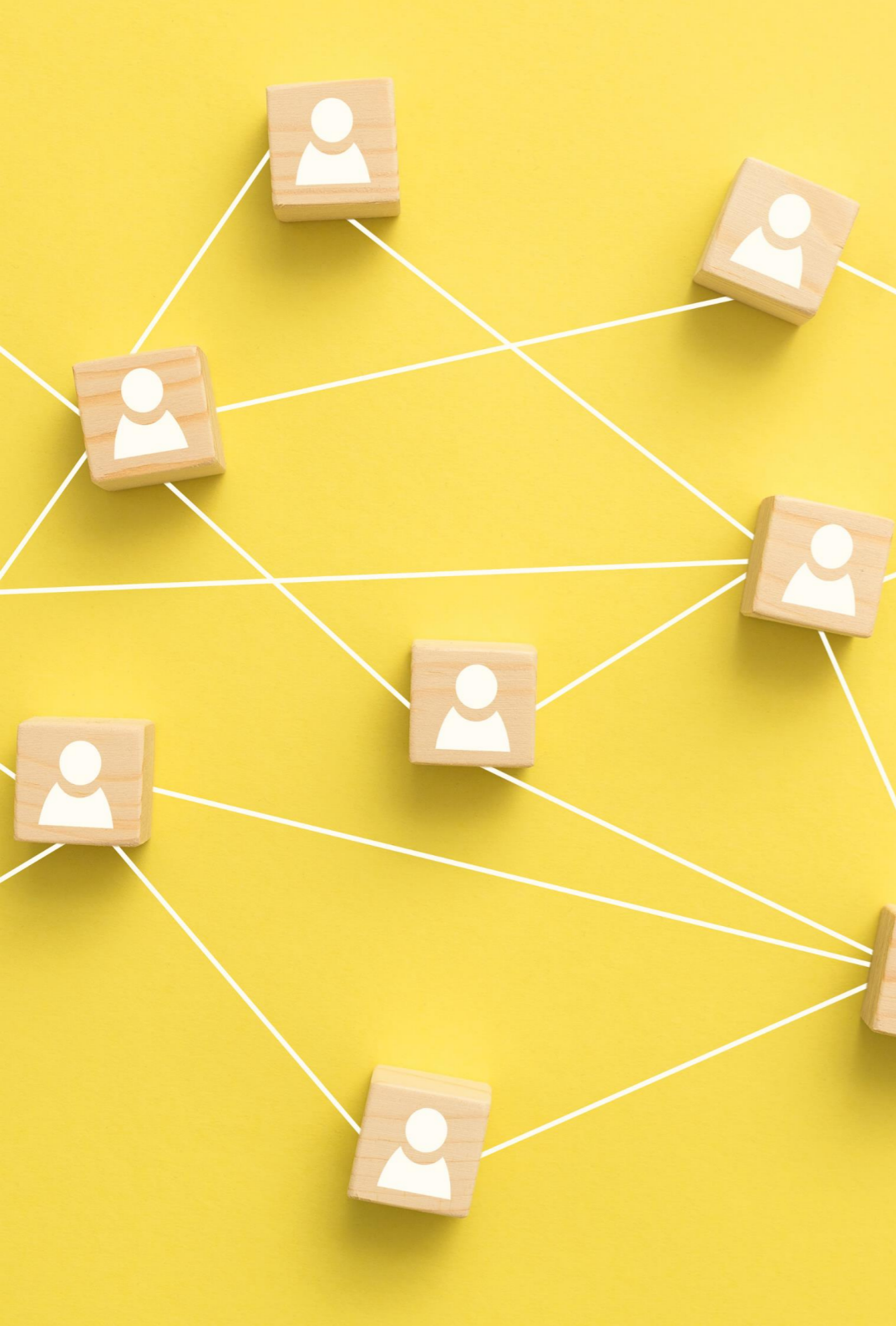




## How do we do it?

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- Fast, flexible and quality focused staffing solutions tailored to your needs
- AI-driven candidates matching
- In-depth screening and quality focused selecting processes
- Specialization: Bespoke recruitment solutions fully aligned with your needs
- Streamlined recruitment processes improving hiring efficiency
- Strong industry expertise and wide network in hospitality and customer service
- Strong talents pipeline to benefit from
- Pre-vetted and pre-trained candidates with tailored training solutions
- Bespoke training courses for newly recruited candidates
- Easy accessibility and constant communication throughout the whole process



## The types of Talents we can recruit for you

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### **Hospitality Talents:**

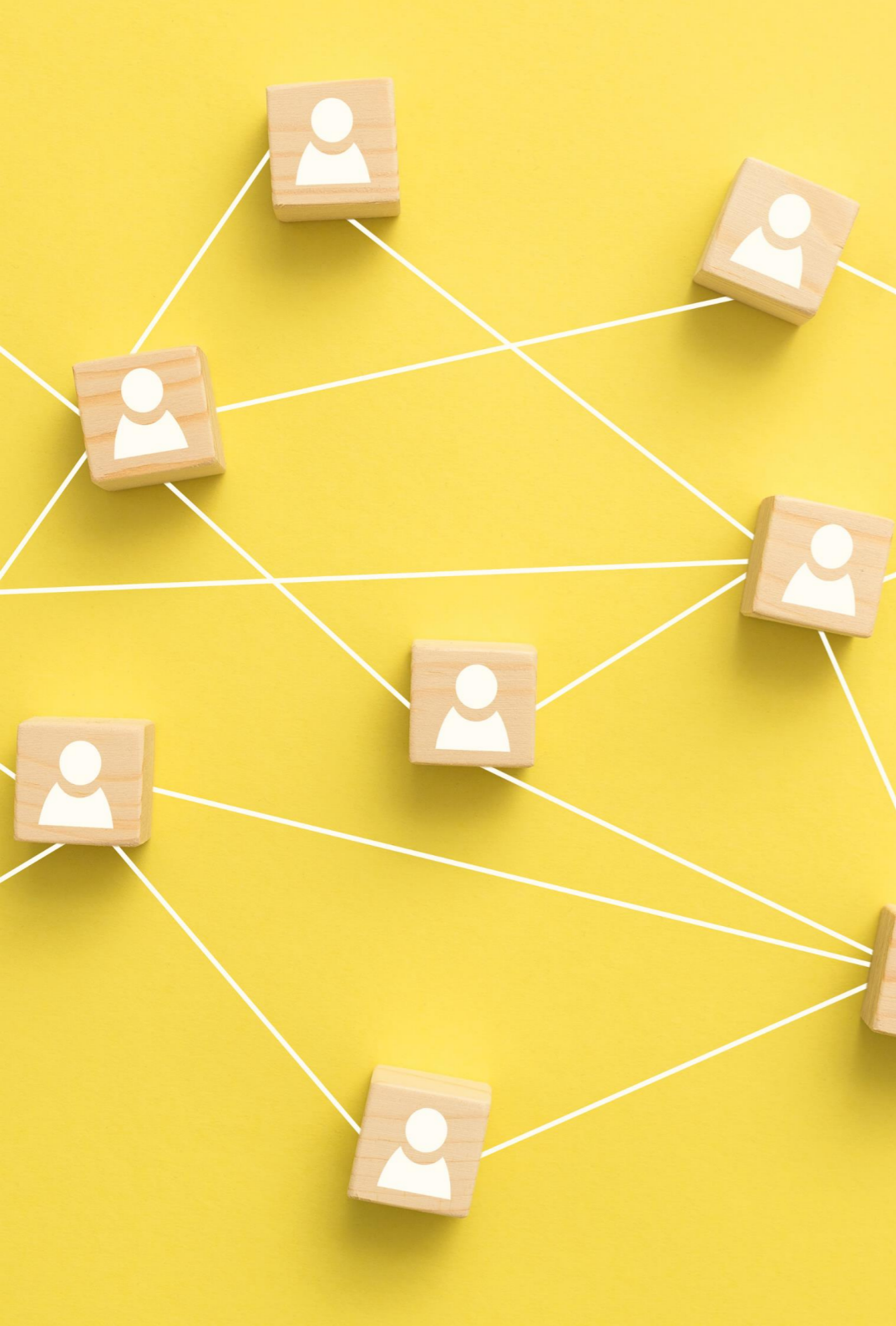
Any type of roles throughout all the different hospitality sectors, we can recruit for you! From waiters to receptionists or sous chefs, we will put everything in place to get you the best talents which are fully matching with your own needs.

### **Senior Hospitality Talents:**

Any type of senior roles throughout part of the hospitality industry, we would be delighted to find the right talent for you! From directors to general managers, we will use our streamlined processes and expertise to get you the talent that you are looking for.

### **Customer Service Talents beyond Hospitality:**

We can also recruit other types of customer service roles from any other industries beyond hospitality. From retail to call and contact centres to private medical sector, we cover a wide range of industries when it comes to customer service talents.



## Having us recruiting for you – What does it include?

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- In-depth assessment to understand your own needs
- Bespoke recruitment plan outlining each steps of the recruitment process
- Detailed job advert shared through key channels and platforms
- In-depth and AI-driven candidate's screening
- Bespoke candidates' initial questionnaires
- Use of a detailed and quality-focused talent pipeline
- Bespoke candidates' interviews and reporting post interview
- Full reference check done by us and detailed reporting post referencing
- Updates and approval requests throughout the whole process
- Detailed verbal and written handover post selection

# Clients' testimonials

Thank you ever so much for finding the perfect fit for us and for being so flexible and for maintaining such great communication. The way you conducted the whole recruitment process and went above and beyond with all the different solutions you had really went beyond our expectations.

**PenniBlack Catering**

Exceptional recruitment services and true commitment from Beyond Satisfaction and Pierre! Clear processes and constant communication with us. Many great advice which helped our business to solve our recruitment issues.

**Olive and Sage Hampstead**

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**

Excellent delivery, clear, concise and very helpful. Exceptional insights and very knowledgeable trainer. On top of the content, what really stood out was the engagement, the originality and the personal anecdotes the trainer shared! Well done for an engaging and insightful session!

**The London Vision Clinic**



## Quality certified

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**Willing to see how great we do? Check out my YouTube, website and reviews:**

- 5-star ranking on Google with 42 reviews
- Website <https://www.beyondsatisfaction.co.uk/>
- YouTube Channel <https://youtube.com/@beyondsatisfactioncustomer2037>

**Qualifications, accreditations and compliances:**

- Data protection and GDPR compliance + compliance with all key laws
- Professional indemnity insurance cover
- Train The Trainer Bootcamp Qualification – Jason Teteak
- Dale Carnegie – High Impact Presentation Qualification
- Disciplinary and Grievance – The Landmark London



## How to get in touch?

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**Email:**

[contact@beyondsatisfaction.co.uk](mailto:contact@beyondsatisfaction.co.uk)

**Website:**

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

**LinkedIn:**

Pierre Bauzee

**Free discovery call:**

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