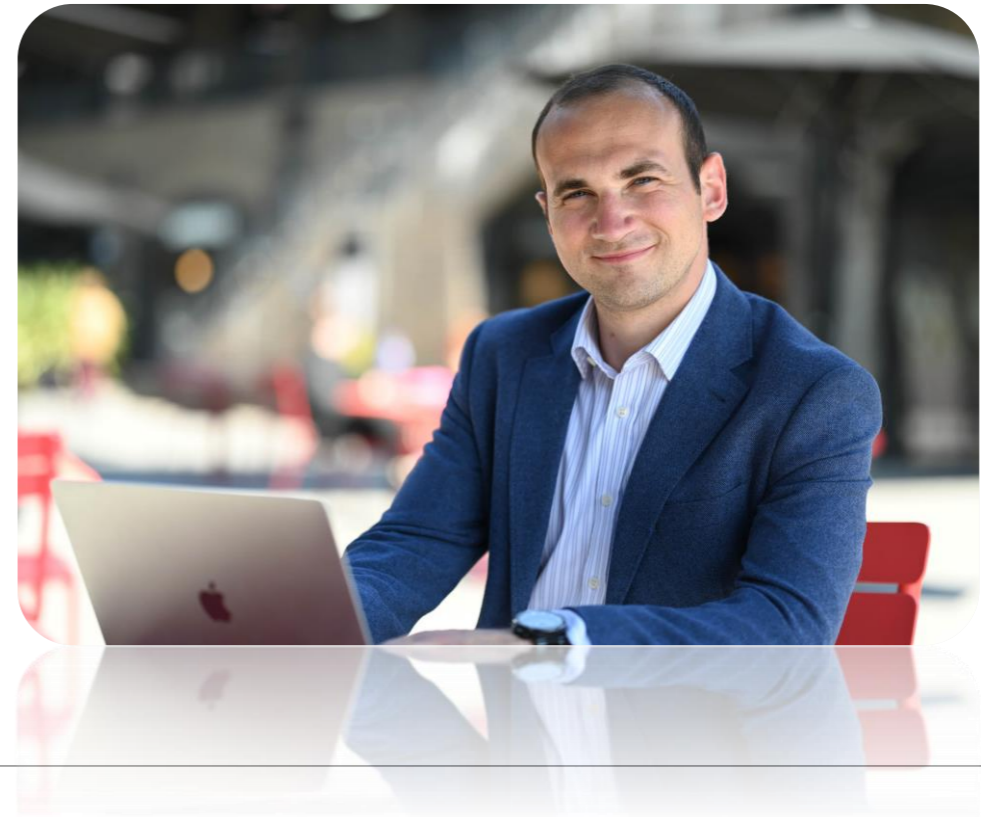


BEYOND SATISFACTION

CUSTOMER SERVICE SPECIALIST



Successfully bringing your business towards customer success



What goals do I help achieve?





CX Consultancy – Focus 1: Your Customer Strategies

Customer Strategy Consulting

What do we review and implement?

Bring your customer strategies high enough so it makes the best impact on your sales, your business performance and your ability to successfully scale up.

More in detail?

- Complete audit of your customer-oriented 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
- Improvement of your current CSAT, CES and NPS metrics in order to get your customer experience to work for you
- 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



CX Consultancy – Focus 2: Your Customer Experience and Loyalty

Customer Experience Consulting

What do we review and implement?

Specific methods successfully implemented around your customer journey to make the experience better for your clients and turn them into real brand ambassadors.

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
- Improvement of your current CSAT, CES and NPS metrics in order to get your customer experience to work for you
- Implementation of set methods to manage customer expectations successfully
- Implementation of set methods to handle customer issues, challenging customers and complaints



CX Consultancy – Focus : Your Customer Journey Mapping

Customer Journey Mapping

What do we review and implement?

Detailed mapping of your customer journey to improve your customer experience, successfully scale up your business and generate more sales from loyal clients.

More in detail?

- Detailed analysis of your customer persona(s), their needs and their expectations
- Complete audit on the different touchpoints through your: Booking processes / Delivery processes / Loyalty and advocacy processes / 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?

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Website:

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

LinkedIn:

Pierre Bauzee

Free discovery call:

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