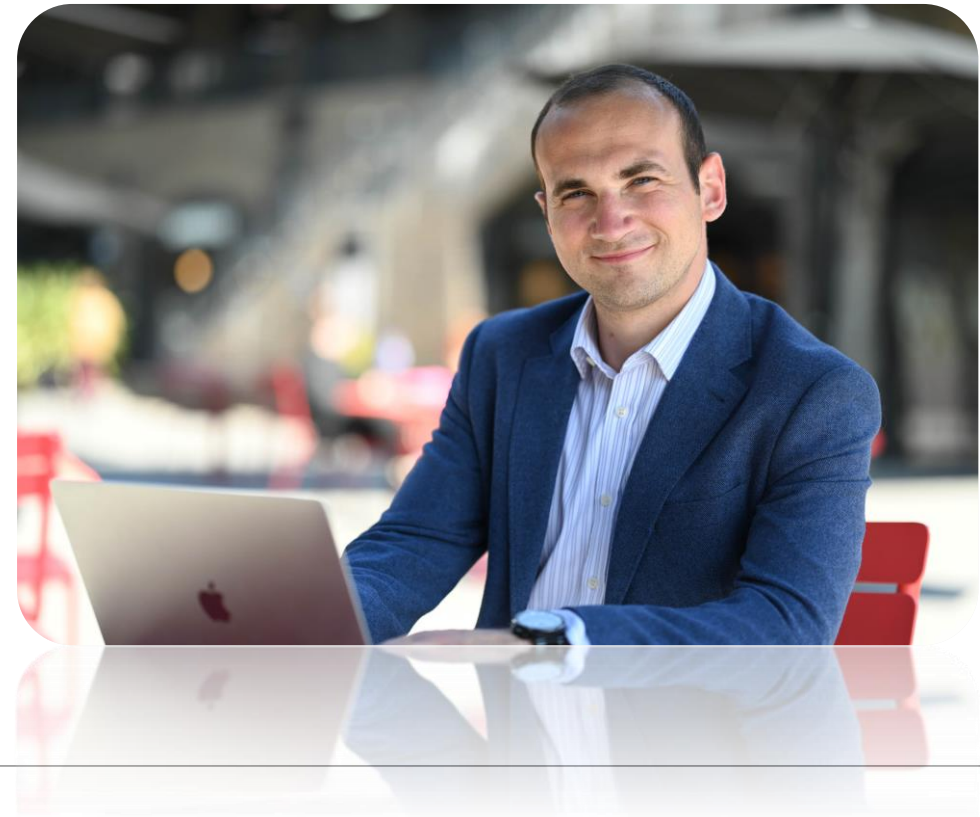


BEYOND SATISFACTION

CUSTOMER SERVICE SPECIALIST



Successfully bringing your business towards customer success



What solutions do I provide?



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



Quality certified

Willing to see how I deliver my courses? Check out my YouTube and my website:

<https://youtube.com/@beyondsatisfactioncustomer2037>

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

My qualifications and accreditations:

- Train The Trainer Bootcamp Qualification – Jason Teteak
- Dale Carnegie – High Impact Presentation Qualification
- Practical Training Qualification – People 1st International
- Train The Trainer Qualification – The Landmark London
- Disciplinary and Grievance – The Landmark London



Bespoke Customer Care Programmes

What does it include?

- Weekly 121 meetings
- From 3 to all Training courses delivered daily, weekly or monthly
- Each course converted into a 3-hours session each
- Personal assignment for each attendee between each course
- Each course made bespoke based on the business and attendees' needs
- 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

[Get in touch](#)



Course 1 – Customer oriented methods and strategies for sales teams

Topics covered:

- Managing expectations successfully during the selling stage
- Understanding the importance of generating trust
- Focusing and making it about the customer's needs
- Identify, anticipate and fulfil their needs accordingly
- Successfully onboarding customers
- Understanding your clients' perspective better

Length: 3 hours

[Get in touch](#)



Course 2 – Delivering an exceptional customer experience on a consistent basis

Topics covered:

- Basics of customer relationship
- Customer care – from a powerful mindset to a perfect attitude
- Showing genuine care to generate trust
- Identify, anticipate and fulfil your customer needs
- Managing and exceeding your customer expectations
- The keys to success to effective complaints handling
- Understanding your clients' perspective better

Length: 3 hours

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Course 3 – Successfully manage customer expectations during each stage of the customer journey

Topics covered:

- Managing expectations - overall understanding
- Add values to the relationship with your clients
- Knowing and setting your limits with your customers
- Show genuine care to generate trust
- Having the right negotiation skills
- Understand and acknowledge your customers' needs
- Awareness and adaptability to the different types of customers
- Overcoming challenges to make the experience better

Length: Half-day

[Get in touch](#)



Course 4 – All you need to know about effective complaints handling

Topics covered:

- See customer issues and complaints as an opportunity
- The keys to success to effective complaints handling
- Having the right negotiation skills
- Dealing effectively with difficult customers
- Dealing effectively with previous complainers
- Successfully manage your customer issues
- Getting the best out of your customers' feedback

Length: Half-day

[Get in touch](#)



Course 5 – All you need to know about telephone etiquettes, communication and behaviours

Topics covered:

- Basics of customer relationship
- Basics of telephone etiquettes and behaviours
- Effectively manage your emotions and the way they appear by being self-aware
- Dealing effectively with difficult and complaining customers
- Successfully manage your customer issues
- Show genuine care and acknowledge your customer needs

Length: 3 hours

[Get in touch](#)



Course 6 – Customer service: get all the basics right and enhance your customer experience

Topics covered:

- Understanding your customer journey better
- Customer care – what vision to have?
- The keys to success to remain consistent when handling customers
- Managing your customer expectations successfully
- Knowing and setting your limits with your customers
- Understand and acknowledge your customers' needs
- Attention to details
- Bring meaningful changes to make the experience better
- Getting the best out of your customers' feedback

Length: 1 day

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Course 7 – How to generate long-standing customer loyalty when dealing with clients?

Topics covered:

- Understand your customer journey better
- Managing your customer expectations successfully
- Having the best approach and methods with returning customers
- Keep bringing value to retained and loyal customers
- Attention to details
- The keys to success to remain consistent when handling customers
- Overcoming challenges to make the experience better

Length: Half-day

[Get in touch](#)



How to get in touch?

Email:

contact@beyondsatisfaction.co.uk

Website:

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

LinkedIn:

Pierre Bauzee

Free discovery call:

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