



# ELEVATE YOUR BUSINESS

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## Mastering Customer Delight

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## BUILD LIFELONG LOYAL CUSTOMERS

Training  
Online & In Person



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***Business climate, culture, and the employee mindset continue to change. Understanding this new paradigm is critical to business owners, managers and staff looking to thrive. Our programs focus on these new imperatives.***

## **CUSTOMER DELIGHT ADDRESS THE MOST CRITICAL ISSUES FACING BUSINESS TODAY**



**Over 50% of customers will switch to a competitor after only one bad experience.**



**93% of customers are likely to repeat purchases with companies who offer excellent customer service.**



**A 5% improvement in customer retention can increase profitability by 25%.**



**75% of customers will spend more with a company that provides good customer service.**



**About 80% of customers say that what really makes a customer experience shine for them is a blend of speed, convenience, knowledge help and friendly service.**



# MASTERING CUSTOMER DELIGHT

This Program emphasizes strategies and techniques to arm your frontline staff with the tools to consistently exceed customer expectations. This fosters loyalty and satisfaction, while promoting a new mindset centered around competence and accountability.

3-6  
weeks

3- 6  
hours per week

6  
modules



**"Satisfaction Guaranteed"**



**Exuding Workplace  
Professionalism**



**Effective & Persuasive  
Communication**



**Embracing Customer Points  
of View**



**Managing Difficult Customers**



**Superstar  
Customer Teams**



**Schedule  
your Call**

**Contact us to now increase customer  
delight and loyalty in your business**



# WHY WORK WITH US?

## PROGRAMS THAT MAKE THE DIFFERENCE



### WHAT WE DO

We identify attitudes and behaviors that are hindering performance, and then along with our proven strategies, increase **Emotional Insight™**, resulting in more focused, engaged, and effective action that fuels your business and delights your customers.



### SESSIONS & TECHNIQUES

Attendees find our sessions insightful, educational and Fun. We utilize a variety of techniques to teach our concepts including the use of popular movies, or top billboard music, which center on a specific principle. This provides a unique and enriching experience for all attendees.



### FLEXIBILITY

Select specific modules from leadership and customer delight that best meet the needs of your specific business. **Programs can be online or in person to best meet your needs.**



### DURATION

You decide on the length of programs to best meet your business needs and timing.



### FLEXIBLE PRICING

Client only pay for content that directly impacts their business.

MODULES	PRICE / MODULE
3-5	\$3500
6-10	\$3250
11-15	\$3000
16+	\$2500



**Schedule your call to learn more & get started**

[Schedule  
your Call](#)

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