

# CREATING POSITIVE CUSTOMER EXPERIENCES

Service businesses that stand out are the ones that find ways to provide positive experiences to their customers. That includes understanding emotion, anticipating their needs and developing lasting relationships. This is not a one-size fits all program. It is a personalized solution that works for you.

With the guidance of a Professional Coach, your team puts together a unique plan of action. This plan is based on customer insights and observations, using our process of Solve<sup>®</sup> - A five step process to Create Positive Customer Experiences.



**Seek**  
Gather data and metrics that matter.  
Define project outcomes.



**Observe / Outcome**  
Get the story behind the numbers. Recognize behaviours which contribute to the numbers.



**Listen**  
Connect with stakeholders and frontline.  
Understand challenges, recognise opportunities.



**Value Add**  
Lead coaching conversations and 'action teams'. Create insights, get the client to think and implement solutions.



**Evaluate**  
Monitoring implementation and performance metrics.

## What's included?

- Eight days onsite, with continued support.
- Facilitated by a Service Expert
- Specialized interventions including coaching & customized learning sessions
- Action team meetings handling real issues

**SERVICE LOYALTY | UNMATCHED CONSUMER EXPERIENCE | REDUCED TURNOVER | HIGHER TEAM ENGAGEMENT  
INCREASED ADVOCACY FROM TEAM | NEW TOOLS AND RESOURCES**

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