

FSE CX Enhancement Services

Description of Services

Process

Customer Experience (CX) Strategy Session <i>(Free 1Hr Consultation)</i>	
CX Discovery & Walkthrough Sessions <i>(Detailed Consultation & Discovery Process)</i>	
1-on-1 Coaching & Mentoring <i>(Weekly 1hr sessions Onsite or Phone/Skype for remote locations)</i>	
Team Satisfaction Survey <i>(One-time full team Survey)</i>	
2DaysMood <i>(Employee Engagement and Happiness Measurement Tool)</i>	 
Customer Satisfaction Survey with NPS Rating <i>(One-time full database Survey)</i>	 
Customer Satisfaction Surveys with NPS Rating <i>(1 Yr. Ongoing with Monthly Reports)</i>	 
Customer Experience (CX) Team Presentations <i>(30 – 60 Minutes Keynotes)</i>	 
Customer Engagement Skills Workshops <i>(Half Day, Full Day & Online Options Available)</i>	 
Customer Engagement Skills Modules: <ul style="list-style-type: none"> • Five Star Customer Experiences • Five Star Customer Engagement Skills • Five Star Teams & Processes • Consultative Selling – Value-based Sales Principles • Advanced Business Communication • Handling Difficult Customers/People • Time Management / Self-Management • Goal Setting and Action Planning for results • Networking with Purpose • Presentation Skills Mastery 	 
Customised Training Courses: <ul style="list-style-type: none"> • Employee Induction/Onboarding Training • Customised Product Training 	 
Customer Journey Mapping Session <i>(Half Day with relevant stakeholders)</i>	
Customer Promise Development Session <i>(Half Day Service Charter Development)</i>	
Customer Walk™ CX Assessment Tool <i>(Self Assessment Template)</i>	
Customer Walk™ Tailoring Session <i>(Half Day with relevant stakeholders)</i>	
Customer Walk™ CX Assessment & Report <i>(CX Audit conducted by JB)</i>	 
Team Focus Group/Feedback Session <i>(Half Day World Café Forum with Team Members)</i>	 
Customer Focus Group/Feedback Session <i>(3 Hr World Café Forum with VIP Customers)</i>	 
Everything DiSC Behaviour Profiles – Individuals	 
Everything DiSC Behaviour Profiles – Team <i>(Only available as addition to Individual Profiles)</i>	 
Everything DiSC Behaviour Team Workshop <i>(Half Day with Team Members)</i>	 
Send Handwritten <i>(Personalised Greeting Cards)</i>	
Thumbs-Up Employee Recognition Program	
Mystery Shopping	 

