



## The “Do It Yourself...with Help” Experience

You know you want to build a service culture, and your team is ready to go. You don't feel like you need to work with a consulting team for a year or two. Your leadership team is 100% committed and you know if they had the process they would work it without a whole lot of hand holding. Or perhaps you want to start smaller, spend less and see where it goes. You want a product and a process that will immediately engage your team to take their service skills up to that next great level.

If this sounds like you, then the "Get Red Carpet Ready" Program is for you!

### Red Carpet Results

Specific results will depend on where you are starting and the gap between your vision and your current reality. However, if you use the tools and training we provide you, consistently and with enthusiastic execution, you'll begin to see higher employee engagement, improved customer happiness, rave reviews, shorter sales cycles and more.

### Here's What You Get

- A One Day Kick-Off Visit from one of our Master STAR Facilitators to paint a picture of what a red carpet experience could look like in your organization!
- A certain number of tickets to our Leadership Conference in Asheville- typically held in April. The # of tickets will depend on the size of your organization and our agreement with you.
- You could send people to our Train-the-Trainer program in Asheville, NC OR if your organization is large enough, we could come to you and deliver the 3-day program onsite.
  - Day One: We put the team of 14 (per class) through the Treat Your Customers Like STARS training.
  - Day Two: We take you behind the scenes and show you how to facilitate the training. You will learn training and development skills.
  - Day Three: You will train back some of the material and receive expert coaching from one of our Master STARS Facilitators.
- You'll receive our Treat Your Customers Like STARS training kit and the license to use the curriculum throughout your organization.
- You'll receive 12 months of online training for leadership, and a leadership guide and action worksheets that you can use to drive a culture of red carpet customer service.
- You'll receive our 52 weeks of Red Carpet Customer Service document so you can lead stand up meetings with your team with a focus on customer service topics.
- You'll have access to our monthly Q&A calls where your leaders and those from other organizations in the program can get answers to their most pressing questions related to the process.

### And....at no additional charge....you'll receive these extras!

- 10 Copies of Donna's book *501 Ways to Roll Out the Red Carpet for Your Customers (Career Press, 2015)*
- An Invitation to our Private Facebook group where you may interact with others using our programs, ask questions, get ideas, etc.
- The Hardwiring Customer Service Webinar Recording

To Discuss how to “Get Red Carpet Ready” call us at 800-519-0434 or email [STARS@RedCarpetLearning.com](mailto:STARS@RedCarpetLearning.com)