



## The "Get Red Carpet Ready" Program

You know you want to build a service culture, but you're not sure where to start. Perhaps you aren't 100% ready to make a commitment to a full program, but you know you want to explore the idea. Or, maybe you know you want to spend the time to transform your customer experience, but you're not sure you have the time to focus on it right now. At the same time, you know it's important so you want to get started at least.

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

### Red Carpet Results

At the end of working with us in this program, you will know what to focus on and have a clearer vision of the type of service experience you want to deliver. In other words, **you'll know what next level service looks like and a better idea of the obstacles preventing you from getting there! We'll leave you with recommended service standards and a very specific ACTION plan for moving forward**, whether or not you continue to work with us!

### Here's What You Get!

- GAP Assessment
- 2 Day Discovery Visit by one of our STAR Facilitators
- Red-Carpet Discovery Workshop
  - Day One: We'll work with a multi-disciplinary team of up to 50 people to help you and your team envision a place where your people love to work and your customers love to do business!
  - Day Two: We'll work with a smaller group (up to 5) to formulate a vision, a set of service standards, and a plan of action for moving forward.
- A Word Cloud generated from our Discovery Visit
- You'll receive up to 5 free tickets to our annual Red Carpet Leadership Conference in Asheville - typically held in April of each year.

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

- 10 Copies of Donna's books, *The Celebrity Experience: Insider Secrets to Delivering Red Carpet Customer Service* (Wiley, 2008) and *501 Ways to Roll Out the Red Carpet for Your Customers* (Career Press, 2015)
- Monthly Group Q&A Sessions with our Founder, Customer Service Expert Donna Cutting
- Invite for one key person 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
- A Follow Up Phone Consultation to discuss next steps
- 12 Weeks of Customer Service Topics, mailed to you weekly, to assist you in leading stand-up meetings with your staff.

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