



The Over-the-Velvet Rope Custom Experience

You know you want to build a service culture, and you want to work with someone to improve employee engagement, raise your customer satisfaction scores, earn rave reviews for your service and shorten sales cycles. You want to provide a WOW experience for your customers where they can feel as though you gave them the star treatment! You may want to enhance your team member orientation and onboarding experience. You are 100% in and want something sustainable and custom created for your organization. You're not looking for a cookie-cutter solution, or something some other company did. You want a program that works with your brand, your culture and your people and you're in it for the long haul. You're willing to spend the time and resources to create something that will help you become known for customer service excellence!

If this sounds like you, then the "Over-the-Velvet Rope Custom Experience" 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 develop for 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: We go through a 4-Step Process

DISCOVER: Our team uses a variety of methods (Gap Assessment, Interviews, Site Visits, Secret Shopping) to learn more about you, where you are now and where you want to go.

DEVELOP: We develop tools to perfectly encapsulate the message you want to share with your team. Professional videos, curriculum, facilitator guides, promotional materials and more.

DELIVER: We will skip the development phase and go right into training delivery. Our Master STAR Facilitators will roll out leadership training, supervisory training and Train-the-Trainer programs. Your people will disseminate YOUR custom curriculum throughout the organization resulting in increased engagement and buy-in for the message.

DRIVE: We will work with you to drive the process. Leaders will embark on a 12-month journey of online curriculum to help them drive the culture of service excellence you desire. Our Implementation Specialist will work with them continuously to help them keep the eye on the prize despite competing priorities.

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

- Several 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
- Monthly group Q&A Calls with Donna
- 52 Weeks of Customer Service Training topics for stand up meetings
- Leadership Guides, Facilitator Guides, and a variety of tools and worksheets you can use to help drive the culture.
- Personal access to your Master STAR Facilitator who will work with you continuously to make sure you get the results you desire.

To Discuss how to "Get Red Carpet Ready" call us at 800-519-0434 or email STARS@RedCarpetLearning.com