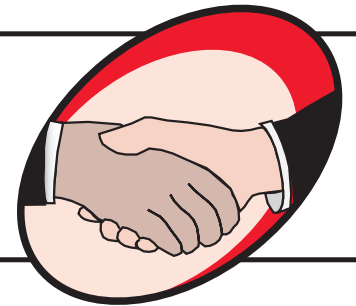


*A modern Internet tool that builds
customer loyalty, longevity, and profitability*

PROFILES
Customer Service
SURVEY



THE GOAL:

- + Build customer loyalty
- + Increase order size and frequency
- + Eliminate customer problems and dissatisfaction
- + Get referrals for new business
- + Increase sales and profits

THE PROBLEM:

- + Employees who are insensitive to customer needs and requests
- + Employees who lack the know-how to serve customer needs
- + Employees who cause customer complaints
- + Employees who just don't care
- + Employees who overlook opportunities to "go the extra mile"
- + Employees who give customers reasons to be receptive to your competitors' proposals

THE SOLUTION:

A management tool that measures...

- + An employee's or job applicant's aptitude for customer service
- + The natural ability to care about your customers' satisfaction
- + Who can do the job with coaching and training
- + The desire to solve customer problems
- + Initiative to "over-deliver" when called upon for assistance
- + Ability to see opportunities for new business and bigger orders

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Canada
1-805-934-5956
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PROFILES CUSTOMER SERVICE SURVEY™ **LEADS TO GREAT CUSTOMER SERVICE!**

Customers go where they are wanted and stay where they are appreciated.

The ***Profiles Customer Service Survey™*** identifies people who have the natural behavioral traits and specific customer service knowledge to provide great customer service. You can even **build customized Job Match Patterns** that help you hire people with the same customer service characteristics as your best employees.

Using this Internet survey when you hire, promote, and train helps you to:

- ✦ Satisfy customers' service needs so your business prospers
- ✦ Build credibility and trust
- ✦ Strengthen your relationship with customers
- ✦ Exceed customer expectations
- ✦ Increase your customers' "life-span"
- ✦ Improve order frequency
- ✦ Make your customers feel valued
- ✦ Get more customer recommendations and referrals
- ✦ Build customer loyalty
- ✦ Reduce customer problems

You must earn the right to say, "My Customer" every day!

Put the power of the ***Profiles Customer Service Survey™*** to work in your company today. It's easy to use – It's on the Internet.

"Win customers for life!"