

## Achieving high Customer Satisfaction scores

Consistently achieving the highest levels of customer satisfaction – through direct feedback from customers and through industry measures such as the NHBC survey - is not a single training issue, it is a cultural and attitudinal issue.



### LR Consultancy help

- Regional Boards to develop service strategies that assure greater levels of customer satisfaction
- All disciplines with the region to align their activity to customer satisfaction
- Clients to best communicate with customers so that their journey is managed and meets high expectations
- Clients to maximise the positive impact of all communication to the customer so that everything the customer sees, hears and feels exceeds expectations, pleases the customer
- To inspire the people within the client company to achieve more consistent and higher levels of performance

### We provide workshops and management sessions to:

- Map the customer's process, communication and experiential journey – pre and post occupation
- Align departmental objectives to better serve customers
- Create KPIs to assure higher levels of customer satisfaction output
- Coach departmental managers to improve customer service internally and thereby externally
- Work with site based teams – sales and site managers – to create accountability plans for improved customer service
- On site home demonstration and handover training
- Behavioural training to improve individual performance and customers service

## What will we do?

- We will review the customer experience NOW in relation to where you have set your customer expectations
- We will review how your precious purchasers are managed to deliver the experience
- We will provide training and coaching solutions that are aimed at key service personnel and identify with you champions who can actively support their colleagues at work
- We will work with key employees to develop a memorable experience for your customers

**Delivering a memorable service to Precious Purchasers is a combination of service strategy, service oriented systems and service minded people wanting to deliver the ultimate service experience.**

**We help UK developers to improve the delivery of memorable experiences to purchasers and to promote how many of them are satisfied with their purchase and importantly, recommend the developer to their family and friends.**

