



Customer Centered  
Consulting Group, Inc.

## "A CULTURE OF SERVICE" PROGRAM



### *You need CCCG when:*

- You're having difficulty retaining customers
- Your level of internal or external customer service does not meet your expectations
- You don't have an accurate way to know what your customers think about your offerings
- You are not getting referrals from your current customer base

### *Benefits of the "A Culture of Service" program:*

- Increase in customer loyalty
- More efficient operations and less waste
- More referrals from current customers
- Decrease in customer complaints
- Less time spent in re-work
- Improved communication, both internally and with customers
- Better reputation on social media

### *CCCG's Proven Process:*

- Preliminary Service Assessment
- Service Solution Design
- Customer Feedback Program Development
- Training Program Development
- Process Redesign
- Kickoff and "Customer of Service" Training
- Service Culture Reinforcement
- Monthly Onboarding Support