



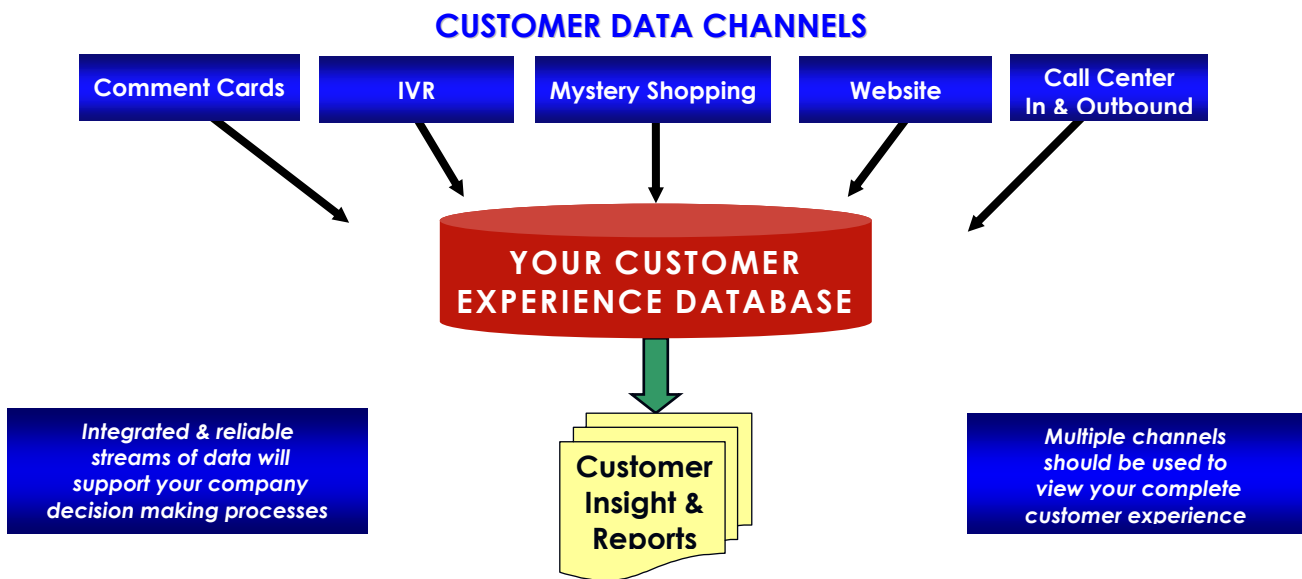
quality & service evaluation programs
accurate and reliable information to make better decisions

Understanding Your Customers Experience

- Do you really understand what your customers experience when they interact with your employees, products or in your environments (stores, websites, etc.)?
- Did you know that approximately 70% of dissatisfied customers will not come back because of poor service or product quality?
- How can you collect independent and objective feedback on your business that is not tainted with any corporate or inside influence?

The Integrated Customer Experience Solution

The Satisfaction Services program provides an integrated platform for evaluating diverse customer contact channels including physical locations, customer feedback, call centers, and web sites. Observation data gathered from each of the various channels is formatted for timely analysis and comparison over time. The modular functionality allows you to pick and choose those customer channels that are important to your business. Integrity and objectivity are the foundation of the program with a target result of providing you reliable and accessible information, the critical input that supports a superior decision-making process. Achieving this goal will increase your customer retention and build your profitability. The following diagram outlines the structure of our program:



The Satisfaction Services program assists you in developing and improving upon one of your key business assets – the perceived quality level of the products and services being delivered to your customers.

Why Satisfaction Services?

- Programs customized to your specific objectives & needs
- Web-based reporting providing you accurate & immediate customer feedback
- Modular program & data structure allowing you to integrate website & service center evaluations, internal audits & other feedback tools (comment cards, etc.)
- Data integrity from an experienced, active & geographically diverse evaluator pool
- Improved understanding of your customer experience, employee performance, marketing & merchandising programs & training effectiveness
- Specialized training of the evaluators specific to your program & evaluation
- Industry leadership, experience & a proven system to maximize the use of your data

Our Technology

The database utilized by Satisfaction Services allows you to analyze trends and track progress against objectives. Evaluations are collected via the Satisfaction Services web portal and stored so that you can examine any of your reports from any period at any time. Weekly, monthly and year-to-date results are compiled by franchise, location, district, and region, as well as by each question on your evaluation. This organized data structure allows you to perform analysis by business unit, individual, and/or company. This concept and proprietary system of data retention and manipulation is a distinct benefit that Satisfaction Services provides to every client.

About Satisfaction Services

For over 20 years, Satisfaction Services has been assisting a range of hospitality venues - restaurant, bar, hotel, spa, financial, auto, real estate, retail, manufacturer and service organizations to continually improve service to their customers. Our programs utilize a specialized form of mystery shopping and other data gathering methods to give you insight and understanding of the quality and service levels in your organization. Our team brings decades of combined experience from the industries that we support which allows us to create and implement programs with an understanding of your challenges.

Contact Information

Please call us at (800) 564-6574 or contact@satisfactionservicesinc.com for additional information and details as to how Satisfaction Services can build a unique program for your company. We hope that you will take a few minutes to learn more about how our team is helping companies be service leaders in their industries. Please visit us for an online client demo or to learn more about us <http://www.satisfactionservices.com>

Our Customers

Below is a partial client list that Satisfaction Services has worked with:

