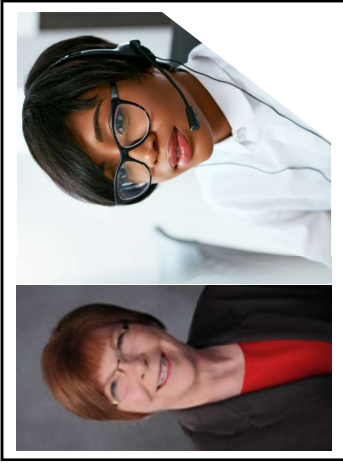




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What Did Jennifer Do?

- Care First- Financials Next
- Changed Staff's Mindset
- Set Clear Expectations
- Listened to Staff
- Involved & Empowered
- Coached & Trained

10

Your Customer Service is only as good as your least engaged employee.

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STEP BY STEP

- CUSTOMER BEHAVIOR LEADERSHIP
- EMPLOYEE SATISFACTION
- REVENUE & GROWTH
- EMPLOYEE BEHAVIOR
- CUSTOMER SATISFACTION
- EMPLOYEE EXPERIENCE
- CUSTOMER EXPERIENCE BRAND RECOGNITION

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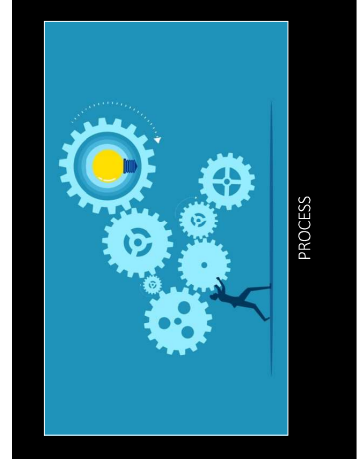
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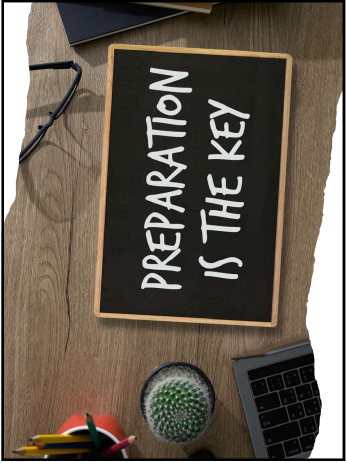
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GUEST ADVISORY

Name: _____

What are the reasons: _____

Who is accompanying guest: _____

Daily Time: _____

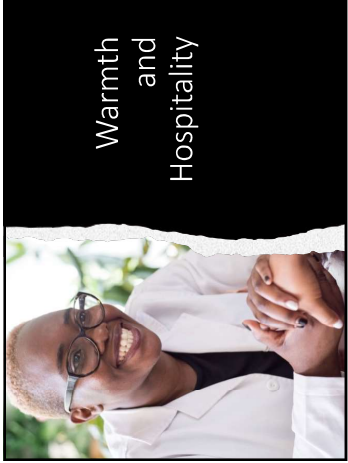
Reason: _____

What date, time, and location: _____

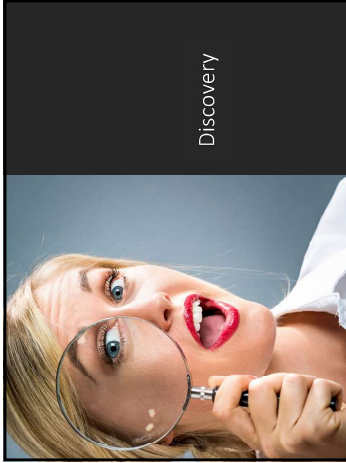
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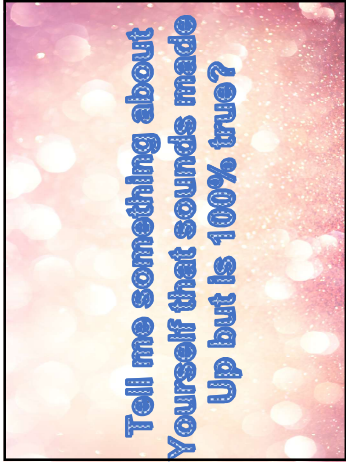
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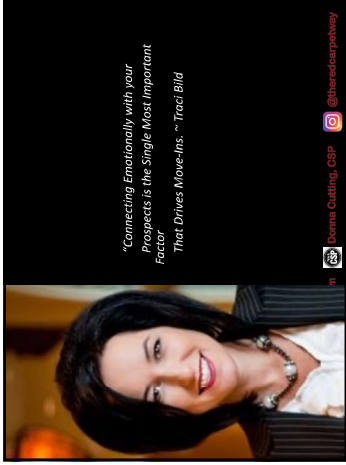
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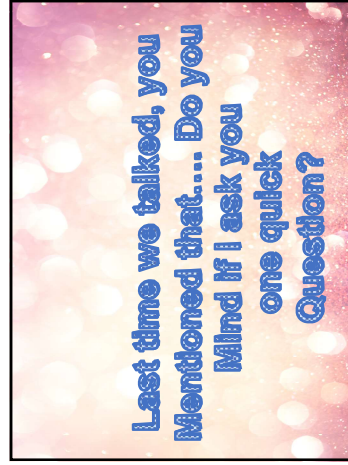
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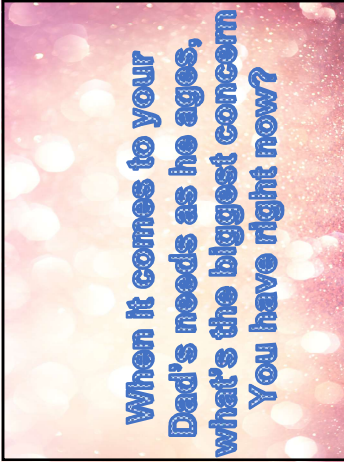
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