



RETAIL SERVICES

Customer Service

ENSURE EVERY CUSTOMER HAS A POSITIVE EXPERIENCE

Customer Service Training.....^{Starting at}**\$4,200**

Customer-facing employees are essential to your success, so it's important they provide each customer with an excellent experience. Service training covers customer discovery and engagement, upselling, complaint handling and more. Training consists of half-day interactive education and 2 hours of post-training support.

Customer Service Audit.....^{Starting at}**\$2,500**

Want to know how your customers feel about you? Our **Customer Service Audit** will determine who your customers are, how they feel about your brand and the service they experienced. Through a series of surveys and secret shoppers, you'll have insight into all aspects of the customer experience. We will provide actionable recommendations based on the results.

Commission + Incentive Programs.....\$3,200

Implementing a commission or incentive-based program can help your business increase customer value and satisfaction while keeping your payroll expenses low. Mary Jane Marketer will examine your business and staff to create a unique incentive program that will encourage higher sales.

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Get in touch
hello@maryjanemarketer.com
maryjanemarketer.com

