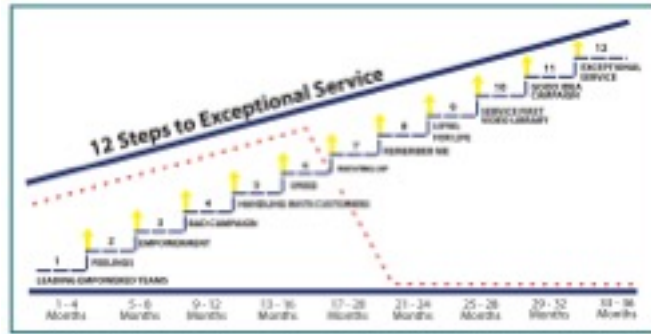


# OUR SERVICES

We also offer programmes that help Leadership and also Sales Teams:

- 1. **Capture Every Moment** (Sales Development Programme)
- 2. **Telephone and Workplace Etiquette**
- 3. **Motivational Speeches**
- 4. **Telephone Phantom** - Internal Customer Service Survey (assess employees and company service standards)



PROFESSIONAL TRAINING AND OCCUPATIONAL SERVICES INC  
1840 Coral Way, 4th Floor, FL 33145  
O: (305)-848-0815 M: (876)-792-3552  
W: [www.ptosinc.com](http://www.ptosinc.com)



# CUSTOMER SERVICE CULTURE





## OUR SERVICES

Professional Training and Occupational Services (PTOS) is dedicated to changing the Customer Service environment globally by developing the workforce of companies, to have a culture that supports a positive experience for all customers both internally and externally.

Our method of facilitation is like none other and with new, innovating and refreshing ways to reintroduce customer service techniques and practices to various industries.

We offer the following programmes:

1. **Mystery Shopping** (Full Service Market Research)
2. **Customer Satisfaction Surveys**
3. **3 Year Service Culture Plan** - Programmes include Leading Empowered Teams, Feelings, Loyal for Life, Speed, Moving Up, Exceptional Service, BAD Idea Campaign, GOOD Idea Campaign, Remember Me, Handling Irate Customers, Coaching for Success, Empowerment, Service First DVD Library

## MYSTERY SHOPPING

Mystery Shopping is more than an activity, it allows businesses to get a pulse of their customer's needs, identifies gaps and complaints. Mystery Shopping or a mystery consumer is a basic tool used to measure companies quality of retail service or gather specific information about products and services. Our mystery shopping experience spans a wide array of industries telecommunications, hospitality, retail, financial and automotive. Our methodology includes visiting, calling and correspondence via email.

The mystery shop evaluates the face-to-face interaction between employees and external customers, employees and internal customers, the employee interaction with the external customer over the telephone and the facility evaluation which encompasses cleanliness, parking proximity, clear signage and directions.

### Some of Our Clients Locally and Globally Include:

- **Sagicor Group Jamaica**
- **Appliance Traders Limited**
- **RJR Communications Group**
- **Financial Services Commission**
- **3M**
- **Unicomer**

## CUSTOMER SATISFACTION SURVEY

Customer Satisfaction can be experienced in a variety of situations. It is a highly personal assessment that is greatly affected by the customers expectations. Satisfaction is also based on the customer's experience of both contact with the organization and personal outcomes.

The survey identifies an array of service quality factors that are important for consumers, such as:

- Empathy
- Employee Competence and Professionalism
- Responsiveness
- Timeliness
- Reliability
- Assurance
- Convenience

