

**YANIQUE W.A. GRANT**

123 West Madison Street,  
Chicago, Illinois 60602

Phone (305)-848-0815

Mobile (JA)  
(876)-813-5196

Website

[www.yaniquegrant.com](http://www.yaniquegrant.com)

Podcast Navigating the  
Customer Experience  
(iTunes)



**YOUR CUSTOMER  
EXPERIENCE  
PARTNER**

**Yanique Grant**  
Customer Experience Strategist

## OUR SERVICES

### CUSTOMER EXPERIENCE

Our approach is rather unconventional, extremely fun-filled because we aim to make Customer Experience fun yet structured using colourful, playful materials and methods.

We will come in and inspire your leaders, motivate your employees and provide you with the practical and everyday solutions that you need to crush your competition.

We offer face-to-face programmes and online programmes for our clients

that reside globally who want to experience all of our offerings.

We want to be your partner for change on your Customer Experience Journey. Our services are available to leaders and companies that believe in Customer Service - here's a cool statistic - **"92% of all customers trust recommendations from friends and family over all forms of advertising."**

## "WHAT OTHERS SAY"

### CUSTOMER FEEDBACK MATTERS

# TESTIMONIAL



Karl Williams, Sagicor Group

"We selected Yanique Grant and PTOS because their programmes were clearly addressing the service culture issues that we were confronting, programmes were complete, programmes were diverse in the delivery method and programmes lasted for an extended period with interventions that touched each team member every few months."



## OUR PROGRAMMES

### PROGRAMMES OVERVIEW

Our programmes are geared towards everyone in the organization. Customer Experience is the responsibility of every single person in the organization from the CEO | President | Managing Director to the employees that have been charged with carrying out the day to day tasks that will yield the revenue that keeps the business going. Our customer experience programmes cover: empowerment, speed, handling irate customers, procedures, systems, policies, service recovery, customer retention, telephone etiquette.

Our services that help us to measure and sustain our programmes include our Mystery Shopping and Customer Satisfaction Surveys. Many companies think they give great service - when the measurement results are polled - we see a completely different picture.

Here's a great quote: **"Perception is**

- ✓ 3 Year Service Culture Plan with 13 programmes for companies serious about changing their Culture
- ✓ Leading Empowered Teams for Service Quality
- ✓ FEELINGS
- ✓ Speed
- ✓ Moving Up: Career Advancement
- ✓ Empowerment
- ✓ Handling Irate Customers
- ✓ Mastering Customer Experience and Making More Money (Online)
- ✓ Remember Me
- ✓ Service 1st DVD Library
- ✓ Exceptional Service
- ✓ Telephone and Workplace Etiquette

Our Clients locally and internationally:

Sagicor Group

3M

Appliance Traders Limited

Unicomer

B & D Trawling

First Citizens Bank

Ghana Commercial Bank

eGov Jamaica

Coffee Traders

Cornwall Regional Hospital

RJR Communications Group

ATL Automotive