



# Core & Start Base

First Impressions for Increased Profit

## Details

### Type of Service

Diagnostic / Evaluation, Consulting

### Fee

One-time or residual, Based on Business, Organization and Scope of Assessment

### Method

In-person Meeting (Brick/Mortar please call), Website, Phone

# Summary

Detailed look at your Business and Organization from the perspective of a potential Client, Evaluates many elements of the First Time Experience

## Features

- Customized to your needs
- First Impressions
- Accessibility
- Clarity of Vision
- Customer Service
- Customer Reviews
- Overall Presentation / Experience
- Vision, Goals and Plan

# Goals and Expectations

Diagnose / Evaluate the User / Client Experience as seen from the outside and for the first time

## Requirements

Strict Confidentiality Agreement, Willingness to evaluate and improve the first time User / Client Experience, Brick / Mortar (please call for availability)

# Additional Details

“First Impressions for Increased Profit” is a detailed look at how the world sees your Business and Organization for the first time.

Additional Topics Covered:

IVR Phone Systems

Facility Cleanliness

Operation Friendliness

Staff Friendliness

Staff Knowledgeability

Product and Service Quality

Product and Service Presentation

Marketing Material Availability

Customer Review Analysis/Handling

much, much more...

“First Impressions are everything!”