

Keep Customers Happy with GHRL



Developing Successful Businesses

Customer Satisfaction

Whether it's to comply with your Quality System, or to expand and develop your business, Customer Satisfaction programs will provide you with valuable information.

The GHRL Approach

GHRL programs have been designed and developed to meet the needs of organisations of any size and from any sector.

Our packages vary from simple survey design to complete programs involving survey design, data collection, result analysis and presentation.

Is it relevant for me?

A Customer Satisfaction Program provides the most valuable source of information you can get with regards to the performance of your own business.

It's more important to learn how your business is performing from your customers viewpoint rather than being content with how you THINK you're performing.

It will: -

- Identify customer perceptions of your business
- Identify opportunities for new products or services
- Allow you to quickly react to customer feedback and re-engineer your business processes accordingly
- Keep your business ahead of the competition
- Increase sales

It's cheaper to keep your existing customers than to find new ones!

Who are GHRL?

GHRL is an independent organisation specialising in Interim Management and Business Support.

The Directors of GHRL have a long history of helping organisations throughout the UK and overseas to implement cost-effective Customer Service programs.

GHRL Clients come from a wide and varied range of industry sectors:

- Biotechnology
- Construction
- Communications
- Electronics
- Oil & Gas
- Technology
- Manufacturing
- Agriculture

The way we do business

Our team comprise experienced business people who use a practical, no-nonsense approach.

Using GHRL WILL:

- Outsource management resources to manage, monitor, and analyse satisfaction levels
- Identify strengths, weaknesses, and opportunities for business improvement
- Eliminate any bias, provide honest feedback, a fresh outlook, and new ideas
- Allow you to concentrate on the core business

**For a FREE, no-obligation,
consultation**

Call us on

01667 451595