



BAROUDI BUSINESS SOLUTIONS

PUTTING ACES IN THEIR PLACES

FILTER FREE REALITY CHECK ANALYSIS

In today's society, true reality is often obscured through the use of filters. This is no different in the business world. Employees apply filters in order to present their best image of Customer Service to their Managers. Image is not always a reflection of reality. Employees will often point to external factors as the reasons why sales are down, such as decreased traffic and the rise of online shopping. While external factors do play a part, a high level of Customer Service will always drive sales in the context of any industry's landscape. Quality of Customer Service is within a Business' control. It is critical that Business Owners have an accurate picture of exactly what is taking place at the ground level. The only way to gain this valuable knowledge is by engaging an objective outside third Party to provide a "Filter Free Reality Check". Through this unfiltered lens, Business Owners will be able to identify areas of weakness and develop strategies for raising Customer Service to a superior level. The "Filter Free Reality Check" is a highly efficient, cost-effective snapshot of what is happening in your Business. Can you really afford not to know?

Company Vision/Assumptions

- a. **BBS** will meet with you to determine your company vision. In a perfect world, what should be taking place at your business at all times? What should the perfect customer interaction look like? What systems, policies, procedures and executables should we see during our reality check?
- b. **BBS** will also review your key assumptions about your current business reality. What do you assume is currently happening at the ground level at your business based on your own knowledge and the information presented to you by your Leadership teams?

STEP
1

Current Business Reality Check

- a. **BBS** will collect recruitment, onboarding, training, and staff accountability information from the Client's senior leadership teams in order to evaluate the Business model that is currently in place. This will provide the backdrop for the Reality Check Visits.
- b. **BBS** will carry out discrete Reality Check Visits at our Client's business/businesses to determine what is taking place through the lens of a consumer. Video/Audio recordings of these visits are optional.
- c. A comprehensive Report & Analysis will be provided, detailing the results of the Reality Check visits and identifying areas of concern based on the Business' current training, accountability procedures and staffing.

STEP
2



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Post FFRC Meeting.

STEP
3

- a. **BBS** will present the results of the FFRC analysis to the Client.
 - b. Issues will be identified, such as staffing, onboarding, training, management and overall accountability.
 - c. **BBS** will discuss recommendations for helping the Client turn its vision into a reality.
 - d. Client will be offered custom tailored solutions by **BBS**. Further collaboration and engagement can be discussed to implement the proposed solutions through **BBS**.
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