

Looking to deliver world-class service for customer loyalty and growth?

YOU JUST FOUND IT...

LSA PARTNERSSM

When Good is Not Good Enough!

- Are your customers defecting?
- Are you interested in specific methods for getting *excellent* ratings?
- Have your customers complained that it is a hassle to do business with you?
- Are you interested in keeping your current customers while attracting more to your business?



When it comes to gaining competitive advantage through loyal and committed customers, good is not good enough! Only excellence will enable you to not only survive, but thrive in the new global economy. World-class service organizations know that by managing and investing in a quality customer experience, profit margins can be maintained and improved. This is accomplished by continuously gathering valuable feedback from customers and never settling for *good*.

Our Expertise

Our team of professionals has a combined 55 years of operational experience and over 25 years combined experience as skilled facilitators helping organizations determine the right path for growth and development. The majority of the founders experience was accrued with one of the premier service organizations in the world, Walt Disney World, including several years at the Disney Institute facilitating benchmarking business programs for mid-level to executive-level groups seeking to implement strategies and tactics that create competitive advantage.

We provide the answers you need to customer growth and loyalty through:

Creating a culture-by-design that is focused on world-class service can enable an organization to consistently deliver through its workforce. This includes hiring right-fit employees committed to delivering superior service, developing the workforce's knowledge, skills and abilities to deliver exceptional service, and ensuring leaders are holding employees accountable. Superior companies redirect wasteful spending to make the necessary investments in the resources that support incredible service. By identifying and eliminating internal inefficiencies, costs are decreased through waste reduction in physical and human resources while creating an experience that results in increased customer satisfaction.

Reliable Expertise for Sustainable Performance!

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