



Transforming clients into fans

with Alison Warner

RAVING FANS!

**KEN BLANCHARD
AND
SHELDON BOWLES**

RAVING FANS!

**A REVOLUTIONARY APPROACH
TO CUSTOMER SERVICE**

WITH A NEW FOREWORD BY KEN BLANCHARD

**THE
ONE
MINUTE
MANAGER**

SURPRISE AND DELIGHT





1

**OBTAIN
FEEDBACK**


CUSTOMER SATISFACTION SURVEY

	Excellent	Good	Average	Poor
1) Overall, how satisfied are you with the service you received?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2) To what extent did the services meet your expectations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) How courteous and attentive was our staff?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) Did you receive services in the time expected?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5) How do we compare against similar businesses?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Would you use our service again?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) How likely is it that you would refer a friend to us?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How likely is it that you would refer a friend to us?
[] better? [] out your contact information here.

Please rate on a scale of 1-10 your experience in the following areas, with 10 being excellent:

- **Knowledge and expertise**
- **Responsiveness (including how easy it was to contact us)**
- **Quality of work**
- **Communication**
- **Timekeeping**
- **Value for money**



Please rate on a scale of 1-10 your experience in the following areas, with 10 being excellent:

- **Knowledge and expertise**
- **Responsiveness (including how easy it was to contact us)**
- **Quality of work**
- **Communication**
- **Timekeeping**
- **Value for money**



If you scored any less than 9, please can you provide more details so that we can improve?

Please rate on a scale of 1-10 your experience at the different stages of the job, with 10 being excellent:

- **Initial contact**
- **Production of the quote**
- **Pre-start**
- **Delivery of the job**
- **Post job**

Please rate on a scale of 1-10 your experience at the different stages of the job, with 10 being excellent:

- **Initial contact**
- **Production of the quote**
- **Pre-start**
- **Delivery of the job**
- **Post job**

If you scored any less than 9, please can you provide more details so that we can improve?

NET PROMOTER SCORE

Customer
1. Please tick a box

- a. Location
- b. Comfort
- c. Facilities
- d. Staff
- e. Value for money

What can we do to improve service?

Submit

[Terms of Use](#)

[Privacy Policy](#)

[Copyright](#)

[Contact](#)

Page Loader

**NET PROMOTER
SCORE :
9-10 PROMOTERS**




**NET PROMOTER
SCORE :
7-8 SITTING ON FENCE**



**NET PROMOTER
SCORE :
1-6 DETRACTORS**



A person wearing a white shirt is using a tablet computer. The tablet screen displays a survey form with sections labeled 'b. Comments', 'c. Facilities', 'd. Staff', and 'e. Value for money'. Below these sections is a text input field with the prompt 'What can we do to improve service?' and a blue 'Submit' button. At the bottom of the screen, there are links for 'Terms of Use', 'Privacy Policy', 'Copyright', and 'Contact'. The background is a bright, out-of-focus office space with a green plant on a desk.

**PROMOTERS
- DETRACTORS
= NPS**



PUBLISH ON WEBSITE



2

ANALYSE OPPORTUNITIES

<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

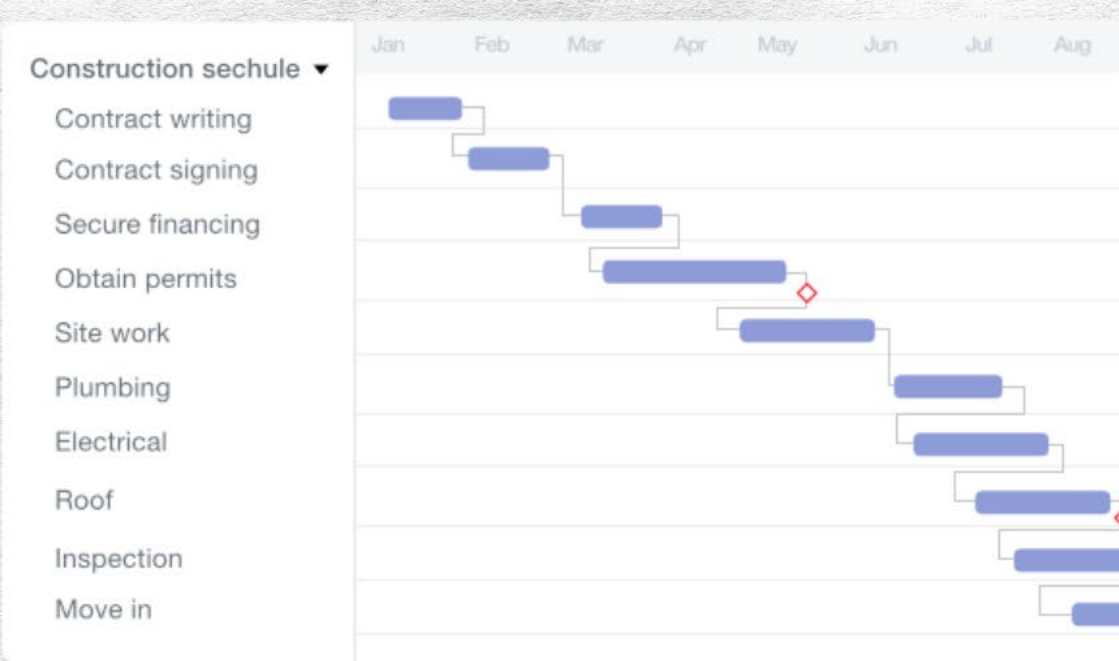
SURVEY

CUSTOMER JOURNEY



CUSTOMER JOURNEY - IDENTIFYING BOTTLENECKS





GANTT CHARTS AND ADMIN SUPPORT



A top-down view of a team meeting around a wooden table. Several hands are visible, holding coffee cups of different colors (white, teal, orange). A person's arm in a blue and black plaid shirt is on the left. Another person's arm in a brown sweater is on the right. A tablet device is visible on the table, displaying a person's face. A purple rectangular overlay with the text "TEAM MEETING" is centered in the image.

TEAM MEETING

A top-down view of a team meeting around a wooden table. Several hands are visible, holding coffee mugs and tablets. The scene is overlaid with a purple tint. The text "What are our strengths?" is written in white, bold, sans-serif font in the upper left area.

What are our strengths?

TEAM MEETING



What are our strengths?

TEAM MEETING

What can we improve?

A top-down view of a team meeting around a wooden table. Several hands are visible, holding coffee cups and tablets. The scene is overlaid with a purple tint. The text "What is getting in the way?" is written in white, bold, sans-serif font in the upper left. A purple rectangular box in the center contains the text "TEAM MEETING" in white, bold, sans-serif font.

What is getting in the way?

TEAM MEETING

A top-down view of a team meeting around a wooden table. Several hands are visible, holding white coffee cups. Some hands are wearing colorful bracelets. There are also tablets on the table. The image has a purple tint.

What is getting in the way?

TEAM MEETING

**What can we do? -
brainstorm ideas**

A top-down view of a team meeting around a wooden table. Several hands are visible, holding coffee cups and smartphones. The scene is overlaid with a purple tint. The text "What will we do?" is in the top left, "TEAM MEETING" is in a central purple box, and "Where can we surprise and delight?" is in the bottom right.

What will we do?

TEAM MEETING

**Where can we surprise
and delight?**



**Have a timekeeper
and a minute
taker**



Schedule follow up meetings to review the action plan



Delegate different responsibilities to different people



3

**SHARE YOUR
STRENGTHS**



IDENTIFY

Customer Satisfaction Survey

	Excellent	Good	Average	Poor
How satisfied are you with the service you received?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do our services meet your expectations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How attentive was our staff?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were services in the time expected?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How do we compare against similar businesses?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you use our service again?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How likely is it that you would refer a friend to us?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What do you think about us?
Is it better?
Please put your contact information here.

QUANTIFY



PUBLISH
Eg. Website,
brochures,
videos

Thank you

Questions

Keep In Touch



alison@evolveandgrowcoaching.com



[@evolveandgrow](https://www.facebook.com/evolveandgrow)



[@alisonwarnercoach](https://www.instagram.com/alisonwarnercoach)



[@evolveandgrow](https://www.twitter.com/evolveandgrow)



evolveandgrowcoaching.com

