

Sales Management Services

Level 1 – Customer Service Effectiveness Assessment

What Is It?

The Customer Service Effectiveness Assessment service has been specifically designed to help small businesses develop an efficient Customer Service process. It will address known issues which may be causing concern within the existing operation as well as probing for underlying issues around how the organisation approaches all aspects of the customer service process from dealing with Customer enquiries through to the handling of after sales issues.

The assessment thoroughly examines a wide range of factors that contribute to the overall success of a company's customer service operation in the context of their current activities. The output from the assessment process is a detailed report that identifies a clear strategy, areas of current activity that require improvement, what is done well and proposals for additional activities as needed.

What are the advantages to my organisation?

- Identification of the shortfall and inefficiencies in the current customer service team and processes.
- A goal-driven customer service strategy to improve returns from future spend.
- Costed illustrations of specific remedial actions for informed decision making.
- Specifically designed for small businesses.
- FREE service with no further obligation.

What Is Included?

Stage 1 – Company Interview

An interview is conducted with the senior manager with responsibility for customer service. The interview takes around two hours and specifically covers the following factors:

Company Position	Years in business, growth over last 2 years, no of employees, no of customers, repeat business levels, geographic factors, market saturation level, company's principal strengths and weaknesses
Company Aspirations	Growth aspirations in both £s and % for revenue and profit, growth in number of employees, growth in number of customers and repeat business levels, changes in mix/type of customers
Offer Portfolio	Offer descriptions, quality relative to competitors, completeness, lead times, ease of purchase, key discriminating factors, life cycle positions, ideal customer profiles, pricing models, sales channels
Competitors	3 x examples of major competitors, including their competing offers, reasons for losing business to them, their marketing activity, relative size and the principal base for competition (lower price, faster delivery, more local, customer loyalty, better offer, years in business, etc.)
Current Customers/Future Customers	3 x examples of current customers, including reasons for buying, profitability, purchasing history, why they became a customer originally, exclusivity level, contact information 1 x example of a non-customer that it is desirable to win
Effectiveness	Customer Service team structures, targeting & incentivisation, reporting processes, administration and support functions.
Management of the Process	Tele-marketing, management of leads/enquiries/complaints, after sales service, communication methods, planning customer interaction, customer management, recording customer interfaces/CRM system, interaction with field sales and operations

Skill Levels	Current skill levels, morale/motivation, target setting and monitoring, incentive programmes, communication, relating company performance to office based sales strategies, planning for the future
Expectations for Improvement	Desired outcomes in terms of service levels in key areas

Stage 2 – Collation and Report Production

Following the desk and telephone research stage, all the information that has been collected will be collated, assessed and ranked to establish an overall customer service effectiveness. A series of recommendations will be assembled that will contribute to achieving the company’s aspirational goals (as stated in the company interview) and that are within the company’s budgetary reach. Thereafter the report will be written and produced.

Management of the Process	Covers key elements that should be part of the normal day-to-day operation of an effective customer service team. These areas will be assessed and ranked according to their current levels of effectiveness.
Management/Skill levels	The key elements required to be an effective Customer Service Manager will be assessed along with an assessment of the current skill levels both within the Management process and the team itself. These will be ranked against what is ideally required in order to be effective in these areas.

Stage 3 – Assessment Presentation

To complete the assessment process, the report will be personally presented to the company. EBS Sales Management spends eight hours in total, researching, writing and presenting the Customer Service Effectiveness Assessment. It is a very thorough and highly beneficial service.

What Does It Cost?

The EBS Customer Service Effectiveness Assessment service is delivered completely FREE even though it takes our consultant at least eight working hours to research, write and deliver the report.

About EBS Sales Management Services

EBS Sales Management is a specialist area of service from EBS Management Resources, a multi-disciplinary provider of business support services to companies with 15 - 100 employees. Service portfolios are provided for the key functions of Human Resources, Occupational Health, Marketing, Sales and General Management. EBS clients cover a wide range of industries and include Dayla, Bucks Net Services, Nottingham Forest Football Club and Red Door Communications.

The complete set of sales management services includes:

- Level 1 - Sales Effectiveness Assessment or Customer Service Effectiveness Assessment
- Level 2 - Sales Management (including sales and management process definition)
- Level 3 - Sales Team Training including Customer Service
- Level 4 - Sales Management Coaching and Sales Executive Coaching
- Level 5 - Strategic Sales Management working at Board Level
- Level 6 - Interim Sales