

You Don't Have a Sales Problem

You have a Customer Experience Problem

Customer experience is the fastest way to sustainable growth in this ever-evolving economy.

But having a plan isn't enough – you have to enable and empower your teams to deliver outstanding hospitality in a repeatable and personalized way.

That is where we can help. We can help you develop your customer experience strategy in a way that reinforces your brand and empowers your team. Together we can translate that strategy into the training, systems, deployment, and accountability you need to sustain a world-class service culture.

You don't have to go it alone.

We can help you.



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Customer
Experience
Strategy & Training

“When you put your team and your customers at the center of everything you do, the most amazing things are possible”



CUSTOMER EXPERIENCE STRATEGY

- Personalized hospitality strategies to realize your vision
- Understand your customer needs and journey
- Craft a customized hospitality platform for your organization



EMPLOYEE TRAINING

- Impactful employee skill + service training
- Training that connects your brand to real world behaviors
- Deployment strategies to sustain service authenticity



LEADERSHIP DEVELOPMENT

- Leader workshops that inspire your team to deliver sustainable results
- Employee engagement strategies improve to retention
- Results-driven sessions that foster empowerment and accountability

Inspiring the future, together.



tonyjohnson@4xiconsulting.com



www.4xiconsulting.com