



PROFITS PYRAMID PROGRAM™

Training #7

Providing an Amazing Experience

Where are you at right now with your experience? What is your current experience picture?

Overall, how are you currently doing with providing an amazing experience in your business?

To your Prospects?

To Your Current Clients?

To Your Past Clients?

To Your Staff?

To Your Suppliers?

To Your Contractors?

Where are you at right now with your experience? ...cont.

How many complaints are you receiving about your products/services or business?

How many refund requests or returns are you getting?

How many referrals are you getting into your business?

- For Active referrals
(you are actively asking people if they know someone who would find your products/services useful and then going and getting in contact with those people)
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- For Non active referrals
(people coming to you because you have been recommended to them by a friend or someone they know)
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Where are you at right now with your experience? ...cont.

Do you hear stories of clients and past clients talking positively about you and your business? On social media, or generally?

How often are people thanking you and telling you that you are doing a great job?

Where are you at right now with your experience? ...cont.

Where in your business are you currently not providing a great experience?

With your Prospects?

With your Current Clients?

With your Past Clients?

With your Staff?

With your Suppliers?

With your Contractors?

What do you struggle with the most when it comes to providing an amazing experience to your clients? What challenges come up for you?

Turbo Boosting Experience Tips

What insights did you get from the Turbo Boosting Tips and what actions could you take to improve the experience people have with your business?

- Surveys and Questionnaires
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- The Personal Touch
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- Evangelists
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- Ask people to post on social media
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This Week's Checklist

- Watch all the training videos for Experience
- Change any of your current experience practices to incorporate the powerful strategies that you have learnt in these trainings
- Complete this Action Guide
- Attend the Kaizen Q&A Webinar on Monday
- Continue to observe of your thoughts, language, behaviours, habits during the week
- Continue to do your daily success rituals