

Who is ProSolutions? An Introduction.

ProSolutions, Inc. brings more than 50 years of customer service experience to the table. Combine that with more than 15 years of service to high-profile hospitality and service-related industries, and we have the practical operational knowledge and experience to successfully improve the total customer experience.

Our clients range from international hotel chains and airlines to local health care systems. Each has its own needs; and for that reason, we offer customized solutions. After all, one size does *not* fit all. Our services include:

- Evaluation
- Performance Improvement Consulting
- Training and Development

At ProSolutions, we're driven to help you deliver a completely satisfying customer experience — time and time again.

“ One of the most professional training organizations I've worked with. ”

Kevin Butler
VP, Call Center Operations East
Marriott Vacation Club International



Winning Customer Loyalty — One Customer at a Time.

Each and every time your customer comes in contact with your company, you have an opportunity to create value. But how can you ensure your customers receive value from every contact and for many years to come?

Research has shown that when a company consistently delivers superior value and service, it wins customer loyalty and market share — and revenues increase.

ProSolutions, Inc. has the deep knowledge and practical expertise to help you build — and win — customer loyalty through a strong service culture. This makes good business sense and a strong bottom line.

“ ProSolutions has played an integral part in raising the service level we deliver to our guests and increasing our ability to make them lifetime Ritz-Carlton customers.

*Sheena Hutchinson
Corporate Manager, Reservations
Ritz-Carlton Hotel Company*



Adapted from Service Profit Chain



The ProSolutions Approach.
Unique. Proven.



ProSolutions Services. Three Divisions, One Goal — Your Success.

ProSolutions, Inc. has three separate divisions that work seamlessly together to create the Total Customer Experience.™

ProShop Evaluation Services™

Helping Our Clients Experience What Their Customers Feel.

- Total Customer Experience™ Review
- Total Employee Experience™ Review
- Mystery Shops
- Program/Process Evaluation
- Cultural Profile
- Statistical Analysis
- Ongoing Measurements & Support

ProPeople Management Services™

Providing Performance Improvement Consulting, Solutions and Implementation.

- Recruiting/Hiring Processes
- Orientation and Training Programs
- Internal Marketing Strategies and Reinforcement, Recognition and Reward Programs
- Accountability Systems
- Leadership Development

ProLearning Services™

Offering Professional Instructional Design, Facilitation Expertise and Hands-On Learning Experiences.

- Customized Training Programs in Sales Skills, Customer Service/Recovery, Leadership, etc.
- Design & Development
- Facilitation and Train-the-Trainer
- High Touch to High Tech Delivery



The Process. From Review to Support.

Our staff utilizes a four-step process that uncovers client needs, implements solutions and maintains ongoing support to ensure long-term customer satisfaction.

Step 1. Initial Review & Needs Assessment

- Top-line needs assessment and operations review of vision/values, service delivery processes, support systems, image, employee practices and leadership effectiveness
- Evaluation of corporate culture integration and impact

Step 2. In-Depth Evaluation & Consulting

A detailed exploration of each aspect of the Total Customer Experience™ and the Total Employee Experience™ may include:

- Series of mystery shops
- Organizational culture profiles
- Evaluations of service and performance standards, selling process, tools and technology
- Assessment of accountability systems
- Review of internal marketing tools and strategies, reinforcement and recognition programs
- Assessment of leadership culture, expected behaviors and developmental strategies

Step 3. Integrated Customized Solutions

Develop, implement or help clients implement recommendations that lead to a high performance service culture. This may include:

- Facilitating the development of the service culture and standards
- Integrating the ProPeople System™ to ensure consistent messages
- Refining recruitment/hiring strategies
- Designing and delivering interactive learning programs in customer service, sales and leadership through high touch or high tech delivery
- Developing internal marketing strategies and ongoing reinforcement/recognition systems
- Development and refinement of accountability systems

Step 4. Ongoing Measurements & Support

- Create a system of periodic measurements of sales, service delivery, support systems, image and leadership effectiveness
- Establish appropriate benchmarks and create trend analysis reports
- Provide coaching and mentoring for the further support and reinforcement of training through one-on-one coaching, phone support and additional training



ProSolutions. The Solution to an Improved Customer Experience.

Now's the time to take the customer experience and profitability to the next level. ProSolutions, Inc. can help you:

- Build a high performance service culture
- Improve employee loyalty, pride and retention
- Win loyalty and create lifetime customers

Contact us today at:

ProSolutions, Inc.

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Fax: 407-876-8797

email: prosolutions@cfl.rr.com

“ How do you communicate the same message over and over — yet with the same level of enthusiasm as the day you first opened your doors? Our continuing relationship with ProSolutions has provided us with new insights and creative energies. The results are excellent!

*Robert C. Davidge
CEO, Our Lady of the Lake
Regional Medical Center*



ProSolutions, Inc. Client List.

Accent
ATA (American Trans Air, Inc.)
AirTran® Airways
Columbia Sussex Corporation
Crossroads Hotel Company
Crowne Plaza® Hotels and Resorts
Florida Sterling Council
Franciscan Missionaries of our Lady Health Care Systems
Grand Theme Hotels
Hackensack University Medical Center
Historic Tours of America
Interstate Hotels Corporation
Marriott® Hotels, Resorts & Suites
Marriott Vacation Club InternationalSM
Merrill Lynch
Meyer Jabara Hotels
National Ski Areas Association
PBS&J Engineering Services
Park Plaza® International
Planet Hollywood®
The Ritz-Carlton® Hotels
Social Security Administration
Tupperware® International
Walt Disney World® Resort

“ ProSolutions is a true example of our company's founding principle:
The Spirit to Serve.
Stephen P. Weisz
President
Marriott Vacation Club International ”

Jana S. Love, President/CEO —
Valerie Oberle, Senior Vice President

In 1989, Jana founded ProShop Evaluation Services Inc. after a successful career with Marriott Hotels Resorts and Suites in sales and marketing. ProShop offered mystery shopping, evaluation and training services to top international hospitality clients.

In 1997, Jana formed Shop2000 with two other principals — a company developed exclusively for Marriott Group Sales and Catering. Shop2000 developed the unique training program, *Walking in the Shoes of the Customer*, for Marriott — a program still in effect.

In 2002, Jana expanded her business resources and services and created ProSolutions, Inc., offering evaluations, performance improvement, consulting, training and development to such clients as the Ritz-Carlton Hotel Group, Merrill Lynch, Walt Disney World® Resort, Tupperware® International and Marriott Vacation Club International.



Prior to forming her own consulting and professional speaker company, *The Oberle Group*, in 1997, Valerie was a Vice President with the Walt Disney World® Resort in Florida. Her 26-year career with the Disney organization included key leadership roles in Guest Relations, Theme Park Operations, Resort Management and Human Resources.

For more than a decade, Valerie was Vice President of the world-renowned Disney University. She was also the driving force behind the highly successful Disney Business Seminars.

In 2002, Valerie brought her executive talents to ProSolutions, offering capabilities in operations and people management, selection and hiring, training and development, internal marketing and communication initiatives, motivation and retention, leadership development and quality customer service processes.

