



FAYE BENNETT  
CONSULTANCY SERVICES

## FBCS Customer Success Training

### What is Customer Success and why do I need it?

You have a great service team.

You're selling services and providing excellent support levels to customers and partners.

What's next?

Customer Success goes beyond service delivery to provide a strategy for retaining customers, maximising your recurring revenue stream and creating new opportunities.

### How does it work?

As with all our projects, we start with you. Where are you today with your customer success strategy and what do you want to achieve?

From there, our consultants build a training session for you and your teams to help develop your customer success initiative. The session will be interactive, with tasks, discussion and high levels of engagement, and will provide key takeaways for the direction you need to succeed.

We leave you with the essentials of a CS strategy ready to implement in your organisation and knowledgeable teams to drive success.

### Get in touch

Book a call with us on our website to get started.

<https://fbennettconsulting.com/book-a-meeting/>