



Brilliant

CUSTOMER SERVICE

Start your own coaching and
consulting business with
Brilliant Customer Service

BUSINESS PARTNERSHIP OPPORTUNITY

A rich history for a fulfilling future

- Specialist B2B consulting, coaching and training services
- Add value to every business, any size or sector
- Start, build and run your own successful business
- Exceptional initial training and continuous support

About You

As a consulting partner, you will be able to provide a valuable and much needed range of expert services to both local and national businesses.

You can start quickly and easily with minimal risk and low start-up costs.

You will not need staff, offices or expensive marketing budgets, either now or in the future.

Your earning potential is in your hands, annual fees can exceed £100,000 per annum, even in the first year. Achieving financial independence with good levels of referral and repeat business.

About Us

Dating back over 25 years, the Brilliant Customer Service and Service with a Sale system was created.

Starting life with American Express (the client) needed a solution to reverse falling renewals and poorly regarded service experience.

The careful and thoughtful bespoke creation of two courses and follow-up coaching were so successful, American Express put over 800 people through the courses.

Since then these courses have been constantly developed and tailored. Today they have been combined with two new services - Customer service assessment and at the desk coaching.



How Brilliant Customer Service adds real value

In any well run organisation, customer service is a core component. It is the basis of converting leads into sales and one off sales into life long customers. That is, customers that spend more, come back and recommend you to others.

In a customer support operation, efficient and effective problem solving and service response is also vital to both productivity and customer retention.

BCS is able to provide the expertise and resources companies may lack and to advise on how they can improve their service by training their staff in the essential skills they need to exceed expectations. This can be further reinforced with at the desk skills coaching, removing the need to be away from the service, sales or support desk.



At the desk skills coaching - Real time coaching with e Learning support modules. Brilliant Customer Service at the desk coaching system is a great way to improve skills without time away from customers or the support desk.

Interactive live training workshops - There are two main courses with a number of different versions of each. Suitable for B2B and B2C markets.

Service with a Sale - For all pre-sales and sales staff, how to stop selling and help customers buy.

Brilliant Customer Service - For all non commercial support and post sales service. Ideal for customer support, customer retention and technical support.



Consulting Services

- Training needs analysis of sales, support and service staff.
- Small scale 'mystery shopper' to assess current service experience
- Analysis of real life calls, emails and online chats, plus customer survey responses.

Consulting Partner benefits at a glance

- High income potential - full or part time
- Proven and well branded consulting practice
- Professional and much needed service for businesses
- Limited direct competition
- First class training and continuous business support
- Excellent earning potential with an average daily fee rate of £800
- Low expenses and the freedom to work anywhere in the UK

Exceed your Expectations

You can use your experience combined with our systems and know-how to create a positive financial future and career. The BCS Consulting, Coaching and Training program was created to obtain the best possible results in the short, medium and long term.

More Profit and Less Paperwork

Your success really matters to us, So, we have created a support system that makes sure that your time spent working provides the best financial return for you. Not time lost on laborious and time consuming admin tasks.

First Class Induction Training and Support Program

We will provide world-class induction training and continuous support, helping you every step of the way.

The role of Consulting Partner offers limitless opportunities in a multi-billion pound market dealing with SME's to large enterprises. This makes it one of the most compelling opportunities available in the current careers market.

What qualities are BCS looking for in a Consulting Partner?

If you have a passion for customer service, business development, keenness to help others and a desire to work for yourself, this is a great start.

Successful Consulting Partners will have outstanding communication skills, confidence to stand in front of different groups of people approximately two to three days a week and be self starters, with an ability to create and nurture long- term relationships with clients.



A person is sitting at a wooden desk, writing in a notebook with a pen. On the desk, there is a laptop, a tablet, and a smartphone. The background is slightly blurred, showing a modern office environment.

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