

Fontana, CA (12/19/2005)

P&L Solutions, the leading loss prevention service provider in the US, is now offering a variety of exceptional customer service programs. The programs are designed to be tailored to each company's needs and expectations, based on their customer service standards, and philosophy. Customer Service Audits are custom designed and offered as a replacement for traditional mystery shopping services.

“The mystery shopping business has been cluttered with generic companies that pull unknown people from the internet who have absolutely no understanding of the goals or objectives of their client. Then the mystery shopping companies give them a shop checklist that is so generic it can be applied to almost any company, and as a result, does not provide anything meaningful for any company,” says P&L Solutions CEO, Kevin Lynch. “In designing our customer service programs, we look at the core beliefs of the company and help them express those beliefs through their employees in the field, on a daily basis. Customer Service Audits are designed to help store level management better understand how customers see their business and how closely they are practicing the customer service standards of the company.”

The programs are designed with flexibility and are tailored to each company's customer service expectations and policies. The Customer Service Audits are designed to be very detailed oriented, so that specific opportunities to enhance customer service in the locations can be identified. The Auditors then share the results of the audit with store level management before they leave the location so the manager can make immediate changes to improve their customer service. This is very helpful to companies looking to enhance their customer service and sales in their stores, by continually seeking opportunities to strengthen their employees with positive recognition, continual training and awareness on customer service.

For more information on exceptional customer service programs, please [click here](#) or contact a P&L Solutions professional.