

CREATING AN EXPERIENCE YOUR CUSTOMERS HAVE NEVER SEEN BEFORE

www.michelfalcon.com
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The Voice of Ontario's Electricity Distributors

Customer Experience

Customer experience is
the sum of all interactions
your customers experience when
doing business with you
from beginning to end

ROI of Customer Experience

 **Brand Admiration**

 **Employee Engagement**

 **Controlled Growth**



SMALL BUSINESS BC
AWARDS

BEST
APPRENTICE
TRAINING

WINNER
2016



WARBY PARKER

eyewear

1-800-GOT-JUNK?®

THE WORLD'S LARGEST JUNK REMOVAL SERVICE



PEOPLE-FIRST CULTURE™

**“AN HONEST COMMITMENT FROM LEADERS
TO PUT THEIR EMPLOYEES AND CUSTOMERS
AT THE CORE OF THEIR DECISION MAKING.”**

How to Build a People-First Culture™

✓ Mission & Values

✓ Leadership

✓ Customer-Centric Team

✓ Celebration

Q&A

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FREE 30 MIN PHONE CALL WITH MICHEL.
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