



## Performance Edge Services Overview

### Greetings!

Thank you for taking the time to review this interactive brochure. Since its inception in 1990, The Performance Edge, Inc. has been providing quality assurance and training programs that help you get the results you desire.

Our mission is to assist individuals and organizations to achieve higher levels of performance, productivity and profitability while at the same time enhancing product quality, customer satisfaction and personal effectiveness.

Please review the information on this interactive brochure by clicking on the images and links below. Then give us a call and lets discuss how we can assist you in achieving your goals.

Monte Pierce, MBA, Former CPA – President  
The Performance Edge, Inc.

**To learn more, just click on an image to the left below!**



**Onsite Mystery Shopping**

Let us "Inspect what you Expect" through detailed Onsite Mystery Shopper Inspections.



**Phone Assessment And Training**

Don't Lose Customers and Sales over the Phone. Evaluate and Train your personnel with our recorded telephone evaluations and online interactive training.



**Guest Feedback And Retention**

Keep a pulse on your customer's satisfaction while building loyalty and repeat business. See our unique guest feedback and rewards programs.



**Performance Coaching And Training**

Increase personal and organizational effectiveness and performance through our coaching and training services.

**Contact us for a Free Sample of our services!**

1-800-356-9145 or [info@pedge.com](mailto:info@pedge.com)

**The Performance Edge Inc.**

1336 N. 550 W., Pleasant Grove, Utah 84062

(800) 356-9145 Fax 801-364-2944

[www.pedge.com](http://www.pedge.com) [info@pedge.com](mailto:info@pedge.com)



## Onsite Mystery Shopper Programs

Let us “Inspect what you Expect”.

We have been providing Onsite Mystery Shopper programs in most industries throughout the United States since 1990. We customize our program to reflect your unique service and quality standards. We carefully select, train and monitor our evaluators to ensure the highest quality reports. We use cost saving technologies to give you timely and relevant information 24/7 from our web servers

“When Performance Is Measured, Performance Improves”

### Program Highlights

- We will customize our program to reflect your service and quality criteria.
- We service most industries throughout the US including restaurants, hotels, healthcare, retail, government, financial institutions and retail services.
- Our qualified evaluators are carefully selected and matched to your operations.
- We ensure the highest quality and are committed to providing you outstanding service.
- Our proprietary web based reporting system provides online, on demand reporting
- Online reporting system can track your results over time by location, department or employee
- Highest quality and outstanding service at competitive prices

### Links to Online Flash Demos and Sample Forms and Reports

**To learn more, just click on the links below!**

Note: Depending on your security settings, you may need give permission to views the linked files. Computer requirements; Internet access, I.E. Explorer Browser, Adobe Reader 6.0 or above; Flash Plug in

[Click to View](#) **Overview of Mystery Shopper Services.**

[Click to View](#) **Overview of Online Mystery Shopper Forms - Restaurant Sample**

[Click to View](#) **Flash Overview of Online Reports:** View a Flash illustration of the how to access a variety of interactive, real time reports to track your progress by employee, department or location. Scored compilations, break out by percentages, comments, ranking and comparison reports are all available for whatever time frames you specify.

### Contact us for a Complimentary Onsite Mystery Shop!

Pricing: Competitive pricing based on scope of evaluation and quantities. Please call for detailed quote.

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## Phone Assessment And Training



# Your Complete Recorded Telephone Mystery Shopper Evaluation and Training Program

## Are You Losing Customers and Sales Due to Poor Telephone Skills?

We have a positive and effective approach to phone skills assessment, training and improvement.

### Program Highlights

- Establish your company telephone service and sales standards and train your personnel
- Evaluate actual on the job performance through recorded telephone mystery shops
- Timely email reporting to supervisors with links to online evaluations, sound files and reports.
- Supervisor/Employee email interface enables supervisor and employee to independently review evaluations, listen to recordings and add comments from any computer with Internet access.
- Targeted online interactive re-training and testing with a virtual coach on items needing attention
- Online reporting system to track your results over time by employee, department or location.
- Additional onsite and/or online ongoing training available for your employees
- Certification programs available based on actual "on the job" performance
- Cost Effective with verifiable performance enhancement results!

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[Click to View](#) **Flash Overview of Program** – By Dave, a virtual talking character.

[Click to View](#) **Sample Online Interactive Telephone Evaluation** –Links to the pedge.com website

[Click to View](#) **Sample Flash Interactive Training Module:** Our 11 basic skills and standards and associated training modules are included with each evaluation, on an exceptions bases for no additional cost. For an additional fee, we can create additional modules based on your customized criteria.

[Click to View](#) **Flash Overview of Online Reports:** View a Flash illustration of the how to access a variety of interactive, real time reports to track your progress by employee, department or location. Scored compilations, break out by percentages, comments, ranking and comparison reports are all available for whatever time frames you specify.

## Contact us for a Free Recorded Phone Evaluation Today!

Pricing: **Starting at just \$37.50 / evaluation – includes interactive training** (excludes customization & set-up fees)

On-site and on demand training: Varies based on number of employees. Please call for details.

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**Are Your Customers Satisfied, Informed and Referring Their Friends?**

Successful businesses need cost effective ways to monitor service and client satisfaction, to invite new client referrals and to promote follow-up business. Our program makes it easy to invite client feedback and referrals after each visit through a follow-up thank-you email and online survey. Optional periodic e-newsletters can further promote your preventative care services and generate ongoing referrals. Best of all, you can maintain this system with a small financial investment and minimal time commitment from your staff.

<b>Customer Feedback, Referral and Retention Programs</b>	
<b>Features</b>	<b>Benefits</b>
Receipt Driven or E-mailed Follow-up Surveys	Keep a pulse on your customer's satisfaction
Customizable Forms, Criteria, Scoring	Collect the information you need
Instant Email Notification of Dissatisfaction	Identify and resolve problems timely
Dissatisfied Customer Rescue Interface	Reclaim otherwise lost customers
Collect Feedback on Individual staff members	Individual recognition & accountability
Reports by location, department or Staff Members	Quickly identify & recognize top performers
Online 24/7 Reporting & Analysis Tools	Analyze results in real time from anywhere
Refer a Friend Coupons with Optional Incentives	Current patrons help you build your practice
Optional Birthday Email Program	Build relationships and invite new business
Optional Periodic E-Newsletters	Stay in touch; promote additional services
We Administer the Entire Program	Minimal time and resource commitment
Very Affordable And Cost Effective	Large returns for a minimal investment
<b>Try It Today</b>	<b>Quick Results</b>

**How it Works**

1. We create a customized web based feedback survey branded for your business.
2. Invite your customers to give feedback following a specific transaction/interaction with your organization  
Option 1: A transaction receipt with a printed invitation to complete a feedback form at our website  
Option 2: A link within an emailed invitation or from your website following an interaction  
Optional Incentives: Bounce Back coupons, Trackable Refer a Friend coupons and Birthday E-cards
3. Automatically generate a client email database and send out periodic e-newsletters through our online email-marketing program. You can take a do-it-yourself approach or our staff will be happy to assist you
4. We make the entire process easy on your staff and on your budget.

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[Click to View](#) **Customer Feedback, Referral and Retention – Business & Professional Organizations**

[Click to View](#) **Feedback Rewards Program – For Retail Operations (Receipt Invitation)**

[Click to View](#) **Patient Feedback, Referral and Retention - Medical and Health Related Practices**

**Contact us for a Free Consultation and Demo!** Pricing: **Starting at just \$50/month\*** Please **contact us for a price quote for your business.** (Plus customization & set-up fees)

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