

THE NEXT LEVEL DIFFERENCE

Simply put: it's unwavering execution—Next Level results

The Next Level delivers performance consulting to sales organizations, client service organizations, and call centers. We focus relentlessly on boosting the key metrics that matter most to your business. Example project goals include:

- Increase sales and profitability
- Transition a service organization to a sales organization
- Improve coaching, accountability, and follow up skills of leadership team and sales and service managers
- Transfer best practices to everyone on the team
- Increase business with existing customers
- Improve employee morale and retention
- Improve productivity per salesperson
- Shorten the sales cycle
- Improve conversion rate over phone or face-to-face

Each of these initiatives is achieved through a customized program based around company, industry and cross-industry relevant best practices.

Contact us today to learn how to take your performance to The Next Level.

CLIENT

Enterprise Rent-a-Car

United Kingdom

PROJECT FOCUS

Improve sales, profitability, employee retention and customer satisfaction through a consistent sales coaching process across all seven levels of the sales force in the entire United Kingdom

OVERVIEW

Since August of 2007, The Next Level has partnered with Enterprise Rent-a-Car in the United Kingdom on a sales coaching system that focused on:

- Conducting one-on-one performance development meetings
- Giving performance feedback against agreed upon expectations
- Coaching to improve skill gaps
- Aligning the entire sales force towards the consistent execution of a sales plan

OBJECTIVES

Immediately following this sales coaching training, The Next Level initiated a 4-month follow-up plan to monitor and reinforce execution. These follow up calls coached the sales team through the adaptive process of learning, adapting, doing, changing and growing so that the results that Enterprise set out to accomplish were achieved.

RESULTS

The primary benefit to Enterprise Rent-a-Car in the United Kingdom has been an increase in:

- Revenue growth by 7%
- ESQI (Enterprise's Customer Service Index) up by 3%
- Employee retention up by 4%

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