

# Management Assistance Programs

**“Success is a Choice, Make it Your Choice”**

## Customer Service Process Execution Assessment:

- In Store Observation and Evaluation
- Comprehensive Assessment Report
- Defined Development/ Refinement Programs
- Implementation: Training and Assistance
- Scheduled Review, Coaching and Counsel



- Service Readiness Assessment
- Orientation Development
- Training Path Establishment

## Supervision, Accountability and Management

- Establishing Objectives
- Execution Evaluation and Tracking Results
- Action Planning and Active Accountability
- Training, Coaching and Counsel Assistance

Management Assistance Programs

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