



AMANDA GRIHM ENTERPRISES, LLC

CAPABILITY STATEMENT

A UNIQUE AND EFFECTIVE APPROACH TO CUSTOMER CARE

We specialize in helping organizations develop and deploy customer engagement strategies to enhance the customer's confidence and trust in its people by bridging the gap between the Voice of the Customer (VOC) and the VOICE of the Company (VOCO)!

Amanda Grihm has over 25 years of field and management experience researching customer experiences and restoring customer confidence.

She created the **Rat Bastard Customer Care: Committed to the Fix! (RBCC)**, a 10-step service model, which has been tested and proven to deliver people-centric immediate and lasting effects in administrative customer service, IT helpdesk customer support, and telecom customer care at **Hewlett Packard, Georgia Pacific, and Georgia Tech.**

The RBCC has also been shown to engender customer trust and confidence and produce consistent messaging, control, and professionalism in customer engagement personnel regardless of the role or industry.

- Information Technology (IT) Training
- Customer Psychology
- Customer Care Training
- Workshops and Seminars
- Training for Telecom Automated Attendant, Automatic Call Distribution, Integrated Voice Response (AA/ACD/IVR) and telephone feature and functionality.

COMPANY INFO

- CAGE: 1PC21 • DUNS: 125713854
- NAICS: 541611, 541613, 541618, 611420, 611430
- NIGP: 91575, 91838, 92416, 92435, 92441, 96120
- PSC: R407, R410, R499, U012, U099
- SIC: 8331, 8742



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