



AMANDA GRIHM ENTERPRISES, LLC

CAPABILITY STATEMENT

A PRAGMATIC APPROACH TO EFFECTIVE CUSTOMER ENGAGEMENT

Amanda Grihm has more than 25 years of field and management engagement experience researching customers' experiences and restoring customers' confidence.

Grihm created the **Rat Bastard Customer Care: Committed to the Fix! (RBCC)** 10-step customer engagement model. RBCC has been tested and proven to deliver people-centric immediate and long-lasting effects for administrative, customer service, IT Helpdesk customer support, training professionals, and telecom customer care professionals at **Hewlett Packard, Georgia Pacific and Georgia Tech.**

RBCC boosts customers' trust and employees' confidence. RBCC offers a systematic way for teams to deliver consistent messaging and stay in control of customer engagements.

COMPANY INFO

- **CAGE:** 1PC21
- **DUNS:** 125713584
- **NAICS:** 541611, 541613, 541618, 561440, 611430
- **NIGP:** 91576, 91838, 92416, 92435, 92441, 94633, 96120
- **PSC:** R410, R499, R705, U008, U012
- **SIC:** 7322, 8742, 8748

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)!



Member
U.S. Small Business
Chamber of Commerce

SERVICES

COLLECTIONS

- o Corporate Bad Debt
 - ❖ No collection – No Fee

TELECOM SERVICES

- o Automated Attendant (AA) script writing and recording
- o Data gathering, verification, and updating
- o End User Feature and Functionality training
- o Helpdesk Agent and Supervisors Contact Center/ACD training
- o Quick reference and comprehensive user manual creation

TRAINING, SEMINARS, AND WORKSHOPS

- o Customer Engagement
- o Customer Etiquette
- o Customer Psychology