

DURANT CONSULTING SERVICES

Capabilities Statement

COMPANY OVERVIEW

Durant Consulting Services, Inc., an Atlanta-based firm in operation since 2009, is an expert in all facets of training program management and development. Our firm possesses more than 15 years of training experience having implemented organization-wide strategies and standards across major airports and corporations alike. We interactively employ the power of participation to create innovative and dynamic solutions for multifaceted issues facing our clients. Our training “know-how”, engaging program management approach, and proven methodologies coupled with multi-discipline and multi-industry competencies, enable us to turn complex challenges into actionable solutions. We have consistently exceeded client expectations in the areas of training program administration, courseware development, strategic planning, and instructor-led classes.

Durant Consulting Services’ flagship training program, **Customer Service Excellence**, was formulated after years of collaborating with various client leadership and frontline personnel. This program was intentionally designed as a catalyst for internal cultural change by empowering employees to extend a superior level of service to every customer, which in turn should create long-term customer loyalty. Our qualified team is poised to arm all levels of any organization with the specific skills needed to obtain this high level of customer service impact as a means to further advance an organization and its bottom line.

CERTIFICATIONS

DBE – Georgia Department of Transportation

DBE – City of Houston

SBE – Los Angeles World Airports

Minority and Female Owned Business

PRIMARY SERVICES

- Instructor-led Training Courses
- New Training Program Launches
- Courseware Development
- Train-the-Trainer Certification
- Program Management
- Training Effectiveness
- Floor Support & Coaching
- Employee Recognition

CLIENTS

- Municipal Court of Atlanta
- DeKalb County Human Resources
- Hartsfield-Jackson Atlanta International Airport
- Houston Airport System
- Denver International Airport
- Los Angeles World Airports
- American Association of Airport Executives
- Bonnell Aluminum
- MARTA
- EpiFitness Club
- DeKalb County Workforce
- Hands on Atlanta

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NAICS CODES

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