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| Case Study July 2021 | How AmpUp helped drive up LTR scores for UHS |
| Problem:  | Need to improve Likely to Recommend scores (LTR)Ultimate Home Services (UHS) is a premier installer of flooring products for a large provider of home improvement products across the U.S. With headquarters in Columbus, Ohio UHS provides coverage in14 states and performs over 450 installs per day across the U.S. One of the primary expectations that continues to drive the UHS Management Team is to improve its overall LTR scores. UHS has made a significant investment internally to ensure its teams are delivering world class service to its customers and a continued emphasis on driving up its LTR scores.AmpUp Sales was brought in to create and deliver a series of customized workshops and additional targeted training to address this need with its Detailers, Schedulers, Customer Service Reps and Installers. To date AmpUp has delivered targeted solutions to over 100 associates and well over 400 subcontractors over the past 6 months in the following areas:* Improvement in LTR – plus 10%
* How to identify what type of customer we are serving – need or want buyer?
* World Class Customer Service – setting expectations, focus on key metrics & checklists
* Empathy training – understanding our customers and how they buy
* Targeted One on Ones to improve overall skill sets – prescriptive approach based

With our blended solutions of online delivery, onsite presentations and collaborative One on Ones, AmpUp is able to provide targeted, personalized enablement in each of these key areas of emphasis for UHS. |
| Quote | "Shawn has been able to deliver a training experience to each one of our staff members with a personal touch. By educating himself about them first, then connecting with each person in their own unique way. This helps make each person feel as if they are valued and supported by making sure they succeed, versus a training where they may feel attacked and criticized. We are super excited to see what other enhancements Shawn & AmpUp bring to the table to help better improve the business!"Elissa Meecha – *Regional Vice President, Ultimate Home Services* |
| AmpUp Zonewww.ampupzone.com614-886-4416 |  |