

Certified By You

Organizations and professionals that have completed the certification have committed to looking at their business from your perspective... *through your eyes!*

The Entyro Certification is built around training businesses to adapt to their client's unique needs in order to service them better. Whether it's increased convenience, more education for you, clearer communication, you are finally in a position to control which businesses get to "wave the flag" of outstanding service.

It is **you** that ultimately holds the companies & professionals accountable through our unique Accountability Request System.

Feedback = Growth

Certified businesses grow through your feedback. **Proactive** service (and not complaint handling) requires knowledge of how your needs can be better met. Therefore, you will be asked for feedback a few times in a few different forms (very short online surveys, in person, etc).

Sometimes it feels like your opinion doesn't count, however, all our Certified Members crave the chance to find out how they can improve. Participation is optional and honesty is very appreciated.

Find Out More

For more information, program details, and the official list of Entyro Certified Members, please visit:

www.entyroservicegroup.com

Inquiries can be made on our website, or by contacting us at:

info@entyroservicegroup.com

(403) 536-9974



WHAT DOES IT MEAN TO BE ENTYRO CERTIFIED?

*A LOOK AT THE WORLD'S FIRST,
FULLY ENFORCED CUSTOMER
SERVICE CERTIFICATION.*



Until Now...

Until now it was virtually impossible to find out whether or not a company, professional, or small business provided great service. You could test it out for yourself, and sometimes you were rewarded, but other times you were left feeling disappointed or even cheated.

Even if you relied on a friend's advice or past experiences, there was no guarantee that great customer service would be replicated on your next visit or transaction.

Everything's Changed

The Entyro Service Group has changed everything. By creating a certification solely based on customer service, you can now look for one logo to determine whether or not a business has committed to offering service at a superior level. The "Empowered By Entyro" logo is your guarantee.

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Empowered by



To Be Certified...

A business must complete and implement:

- A personality profile and application
- A 2 week training course on customer service (and exams for all employees)
- A comprehensive survey of all clients to determine strengths and weaknesses
- Mandatory monthly service training
- Written guarantees of all promised services
- Specific cutting edge service systems
- Continuous client feedback systems
- Readily available, unbiased education on all products and services
- Guarantees for contact response times
- Effective response policies to all accountability requests and investigations
- The Entyro Service Code

Our Certified Members continually receive the most cutting edge training available on how to better serve their customers.

Being Accountable

The key to the integrity of the certification is our Accountability Request System.

This has two main parts:

1. Written Promises

Entyro Guaranteed Service Agreements are used to place key services in writing. This will give you the assurance you need to make confident buying decisions.

These clear, written agreements are tangible ways to see exactly what services you can count on from this business.

2. Online Accountability System

If you feel something wasn't delivered as promised, you can visit our website and immediately fill out an Accountability Request Form.

We put the power in your hands to hold businesses accountable. We need to know how our Certified Members are doing.

Every written request is promptly responded to and investigated. Action will be taken to rectify the issue and could even result in the termination of a certification.

