

Employee & Workplace Surveys

Harmonizing, synergizing & optimizing the human factors.



A better, more profitable customer experience begins and ends with those entrusted to nurture customer loyalty: your people.

It's no secret that satisfied, engaged, and loyal employees provide better service. You know that.

But do you really know enough?

Enough to win the hearts and minds of employees?

Enough to incubate a customer-driven culture across the enterprise?

Enough to knock down organizational barriers that impede great service?

CCMC's Employee & Workplace Surveys offer more than enough actionable data and organizational intelligence to harmonize, synergize, and optimize the human factors in the customer experience supply chain.

More than a temperature check of your corporate culture or a one-dimensional measure of employee satisfaction, **CCMC's Employee & Workplace Surveys** tailor proven metrics and methodologies to guide an understanding of and sensitivity to:

- Employee feelings and emotions
- Employee passion and commitment related to the job, the company, peers, and management
- Employee conventional wisdom about the workplace and customers
- The gaps between the ideal and experienced work place
- The key drivers of employee satisfaction, loyalty, commitment, and motivation
- How to increase workforce dedication to a better customer experience
- The linkage between employee and customer needs

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