

The logo for exTempore features a stylized graphic of three overlapping diamond shapes in shades of green and blue to the left of the brand name 'exTempore' in a blue, sans-serif font.

Beyond customer satisfaction.





Who we are

exTempore is a leading customer services consultancy company that audits, provides tailor-made programs and conducts in-house training for customer focused organizations.

The company commenced operations in 2008 at their hub in Sofia, Bulgaria, with the objectives of preparing and training people working in the front line. Through the years, we developed and provided the best training programs and in-house standards for several front line staffs.

We expanded our services through a variety of Industries and adapted new training programs for the Bulgarian corporate market. exTempore now has over 10 years of international experience in strategic implementation and customer gratification.

In **2014** exTempore set up new brand Beyond Customer Satisfaction, which awarded companies with proven high customer service, on yearly basis.

In **2018** – exTempore organized the First International Customer Service Summit that focused on sharing best practices in different industries.

What we do



Our Team



Danail Geshev
Sports & Adventure team



Nikolay Michaylov



Vessela Melamed
CEO,
Head Coach & Trainer



**Mariyana
Mancheva**
HR Recruiter,
Trainer

Customer Service completed projects Front line staff & Mid management

Aim:

- Long term customer satisfaction,
- increasing of sales,
- turning the customer into Ambassador of the Brand

What we achieved:

- **15-20%** increase of customer satisfaction
- **15%** - sales increase
- **95%** - staff satisfaction

What we did:

- In-house standards
- Training of front line staff
- Training of Mid management
- Supervision & refresher courses
- Mystery Shopper program
- Evaluation of customer satisfaction

Total trained staff over **500** people

Companies: BlackSeaRama golf & villas, Orbel Hotel, Diplomat Plaza hotel, Shtastliveza Restaurant, UGO, Renault/Nissan Bulgaria, EBS, ASS, Elfy Tours, BACB, Tokuda Bank, Blizoo ect.

Call centers Customers Services, Telemarketing (sales)

Aim:

- Better understanding of customer need on the phone,
- Telemarketing (sales over the phone),
- Customer support (technical)
- Brand awareness
- Recruitment & staff satisfaction

What we did:

- In-house standards
- Telemarketing training (sales)
- Supervision & monitoring
- Target achievement & motivation
- Mystery Shopper program
- Evaluation of customer satisfaction

What we achieved:

- **25%** increase of customer satisfaction
- **30%** - sales increase
- **95%** - staff satisfaction

Companies: Esky.bg, NOI (Government administration), Agency of labor, Bulgaria Air Call center, Renault/Nissan call center ect.

Sales Training & Customers Services

Aim:

- Planning & Budgeting
- Sales calls,
- Negotiations,
- Follow up & reports
- Target achievement

What we did:

- In-house training
- Team evaluation
- Role plays & Competition check
- Target achievement & motivation
- Evaluation of customer satisfaction

What we achieved:

- **20% - 25%** - sales increase
- **95%** - staff satisfaction

Companies: Park Inn by Radisson, Diplomat Plaza hotel, FOX International Channels, ect.



93 % - customer **satisfaction**

Unique facilitation

The **only** company specializing
In **Customer** Service delivery
Standards

Some of our clients



WE ENTERTAIN PEOPLE



BLACKSEARAMA
GOLF & VILLAS



RENAULT
Passion for life



Up coming events

- 10 Years Anniversary
- II International Customer Service Summit 2018
- Beyond Customer Satisfaction Awards 2018

Thank you!



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