

# Maximize Your Business Results With **RETAIL PERFORMANCE EXCELLENCE**

**Studies continually show that engaged and aligned employees help to create an environment of top performance and loyal customers.**

Using the **Retail Performance Excellence** system, Landes & Associates will help you look at crucial questions that can make or break your success in the retail service business:

- Are you earning the maximum return for your retail business investment?
- Do your employees know, or even care about, your company goals and objectives – and how you're performing?
- Do your customers and employees continually provide you with productive recommendations to help you improve performance and profitability?
- Do you and your employees share a mutual trust in each other?
- Do your customers recommend you to others?

**The Retail Performance Excellence system is managed by Landes & Associates Senior Consultant Jerry Schneider.**

Jerry is a business performance improvement expert, specializing in helping retail businesses:

- Develop and engage their people
- Boost customer satisfaction
- Implement customer loyalty programs and processes

Jerry's experience spans more than 20 years in both agency and corporate environments, working with numerous major clients in the retail and service industries, such as:

- Motorola
- General Motors
- Val-Pak Direct Marketing
- Winn-Dixie Supermarkets
- Ryder Transportation
- Norwegian Cruise Line
- JC Penney Company



**LANDES**



**& ASSOCIATES**

*The Retail Performance Excellence system will help strengthen your business relationships – inside and out.*

## **DEVELOP COMPETENT, ALIGNED & COMMITTED EMPLOYEES**

- Alignment with common goals and expectations
- Effective and efficient communications process
- Ongoing learning and development
- Coaching for improved performance
- Systematic continuous improvement process

## **DELIVER EXCEPTIONAL CUSTOMER SATISFACTION**

- Customer awareness, involvement and loyalty
- Customer satisfaction measurement and intervention
- Marketing design and implementation

### **What Jerry's Clients Say:**

"Jerry is an excellent facilitator for diverse interactive groups...Setting goals and objectives with facts and insight. If you are having difficulty getting teams from different organizations to work together, Jerry is your guy! Great Results, Personable, High Integrity"

**– Brad Sowers, Dealer and Co-owner, Jim Butler Automotive**

"...Because of your processes and direct involvement, we were able to assess, plan, and implement the right changes to move our horrible Customer Satisfaction Index scores to one of the highest levels in the Zone"

**– Michael S. Mountjoy, Service Manager, Bob McCosh Chevrolet**

"...Your interest, guidance, and emphasis on employee engagement were instrumental in helping us to continue to improve sales, customer satisfaction, and employee involvement...This technique enabled us to produce better working processes and management decisions..."

**– Kevin Riley, Riley Chevrolet**

"...your acuity and guidance brought new approaches and attitudes to an established industry. Your use of statistical data, knowledge of business processes, along with new and innovative strategies, isolated areas for needed improvement and provided constructive ways to guide us to find and make necessary changes..."

**– Paul Kastner, General Manager, Weber Chevrolet**

**Contact Jerry Schneider, a Landes & Associates Senior Consultant, to learn more about improving your business with Retail Performance Excellence  
Call 314-313-6785 or email [jerryschneider@landesassociates.com](mailto:jerryschneider@landesassociates.com)**