



We're exclusively dedicated to the service industry.



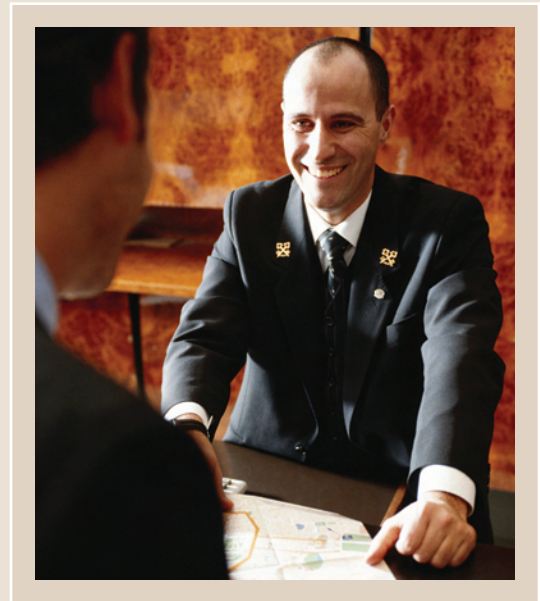
PredictivePerformance is the first name in service industry business advice.

You know the service industry is like no other. Satisfied customers, engaged employees and efficient operations are central to your success. We're exclusively dedicated to the service industry.

One size fits all clearly doesn't work in this business. So, why hire a consulting firm offering cookie-cutter solutions created for other industries at a high price tag? We've got experience and success in providing service-focused solutions to make a real difference and produce fast results for your business.

Whether you own a small independent restaurant, run a retail establishment, direct a call center, manage a large hotel, or anything in between, we offer services to help you win. Our services include:

- Talent and HR recruitment, motivation and retention strategy
- Customer relationship and loyalty development
- Sales and service effectiveness planning and training
- Quick business audit/diagnostic services and solutions – Fast FiftySM
- Increasing profit and customer loyalty
- Audits, strategy and planning for increasing traffic and efficiency
- Supply chain optimization
- Custom and retainer consulting



Get rapid results with PredictivePerformance FAST FIFTYSM

- Critical gap management discussion
- On-site operational observation
- Root cause problem identification
- Corrective course of action development
- Fast FiftySM – ideas you can use right away

“PredictivePerformance provided me practical and actionable advice from folks that have been there. I was able to implement their suggestions right away to make a real difference for my business.”



Practical advice to help you solve your business challenges.

The service industry proves more dynamic, challenging and competitive than ever. Higher financial and customer expectations means smart businesses act quickly to solve problems or risk failure. The market, competitors and customers change quickly and you need to act quickly.

Numerous businesses in this industry must close their doors because they fail to respond; however, opportunities exist for organizations that capitalize on the challenge of setting the direction and the pace of change. But, how do you do this when you're so busy running the day-to-day operations of your business?

You need the right advice, right now – at a practical cost.

Let PredictivePerformance put its expertise to work for you. Our consultants boast decades of experience in the service industry. We've turned around unprofitable situations, boosted efficiency, and solved employee problems for our own businesses as well as for our clients. We'll provide actionable solutions to your problems that you can implement quickly – without diverting your attention from running your day-to-day business and within your time frame and budget.

Our experts have served the following industries for decades:

- Restaurants
- Customer service/customer care
- Retail
- Hotel and hospitality

Contact us today to start seeing results.

Chase LeBlanc, the author of *Secret Recipes*, leads our consulting practice. With over 35 years experience within this industry, he and his consultants know what it will take to help your business succeed.

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