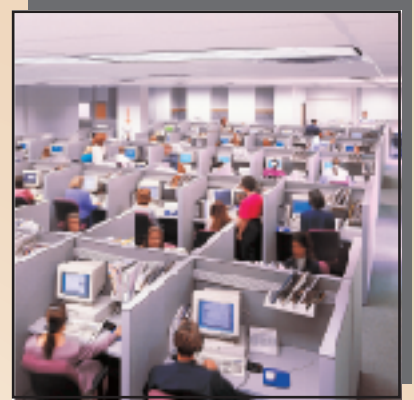


ServiceCheck Services



ServiceCheck's toll-free Customer Satisfaction Hotline provides an extensive, comprehensive customer-service and customer retention program that can retain 96% of your dissatisfied customers. ServiceCheck live-answers your customers' calls—24-hours per day, 365 days per year. Most customers do not complain at the location—only 1 out of 27 people will report problems at the actual location. The other 26 customers typically leave with their issues unresolved and share their negative experiences with eight to ten other people and never return.

ServiceCheck stops this cycle and makes it easy for your customers to provide feedback to you. The ServiceCheck program brings most complaining customers back to your store—enough, in fact, to pay for the program many times over! The customers that call your toll-free hotline will receive immediate attention and satisfaction from ServiceCheck's in-house, highly skilled Customer Service Representatives who are specifically trained to listen, empathize, apologize, diffuse, and "save" your customers. ServiceCheck allows business owners to discover and rapidly respond to customer inquiries, suggestions, compliments, and complaints.

Since 1986, ServiceCheck has proven that it will pay for itself, increase sales, and improve profits. The programs created and pioneered by ServiceCheck are in use by 70% of all national name-brand restaurant chains. Best of all, the program can be beneficial for any business dealing with the public, including retail establishments, grocery stores, department stores, etc. ServiceCheck is extremely cost-effective for any size company—from 1 to 10,000 locations. Put our experience to work for you, and find out how you can retain customers and increase your bottom line with ServiceCheck.