

CORPORATE SOLUTIONS CONSULTANCY

Take the lead. Drive performance "

PROFILE



WHO WE ARE

Corporate Solutions Consultancy is a Training & Consulting firm with a goal to Inform , Empower & Transform; People and Organizations across various sectors for High Performance, Productivity and Profitability.



WHY WE ARE

Organizations are constantly seeking for success; High performance results in profitability, impact and sustainability.



HOW WE DO IT

We formulate strategy, we implement, we train custom made solutions based on client needs, we coach, we monitor success and evaluate impact.



VISION

To empower every of our client to create a sustainable and strong service culture that drives loyal relationship with customers and employees.



MISSION

To be the most preferred and trusted professional training and consulting firm renowned for delivering excellence and realising results.





OUR PROMISE

- **Customer focused**
- **Excellence**
- **Reliable & Dependable**
- **Professionalism**
- **Ethical every step of the way**

OUR SERVICES

- Customer Experience Training
- Customer Experience Consulting
 - Strategy Formulation , Revamping and Implementation
- Customer Experience Insights Research
 - Voice of the Customer
 - Employee Engagement
- Customer Experience HR Consulting
- Employee Coaching - Leadership & CX



Our Clients



**TALANTA
INSTITUTE**
Unveiling Champions



FOCUS KENYA

Reaching Students, Changing Nations



your health, our focus



**NAIROBI SMALL & COMPANION
ANIMAL HOSPITAL**



**FARMTRACK CONSULTING
LIMITED**



CLIENT TESTIMONIALS

"The customer service and leadership training was a much-needed investment for our business. Our employees now understand the importance of going above and beyond for our customers, leading to stronger relationships and increased customer loyalty." -Dr. H.P. Ng'ang'a - Nascah

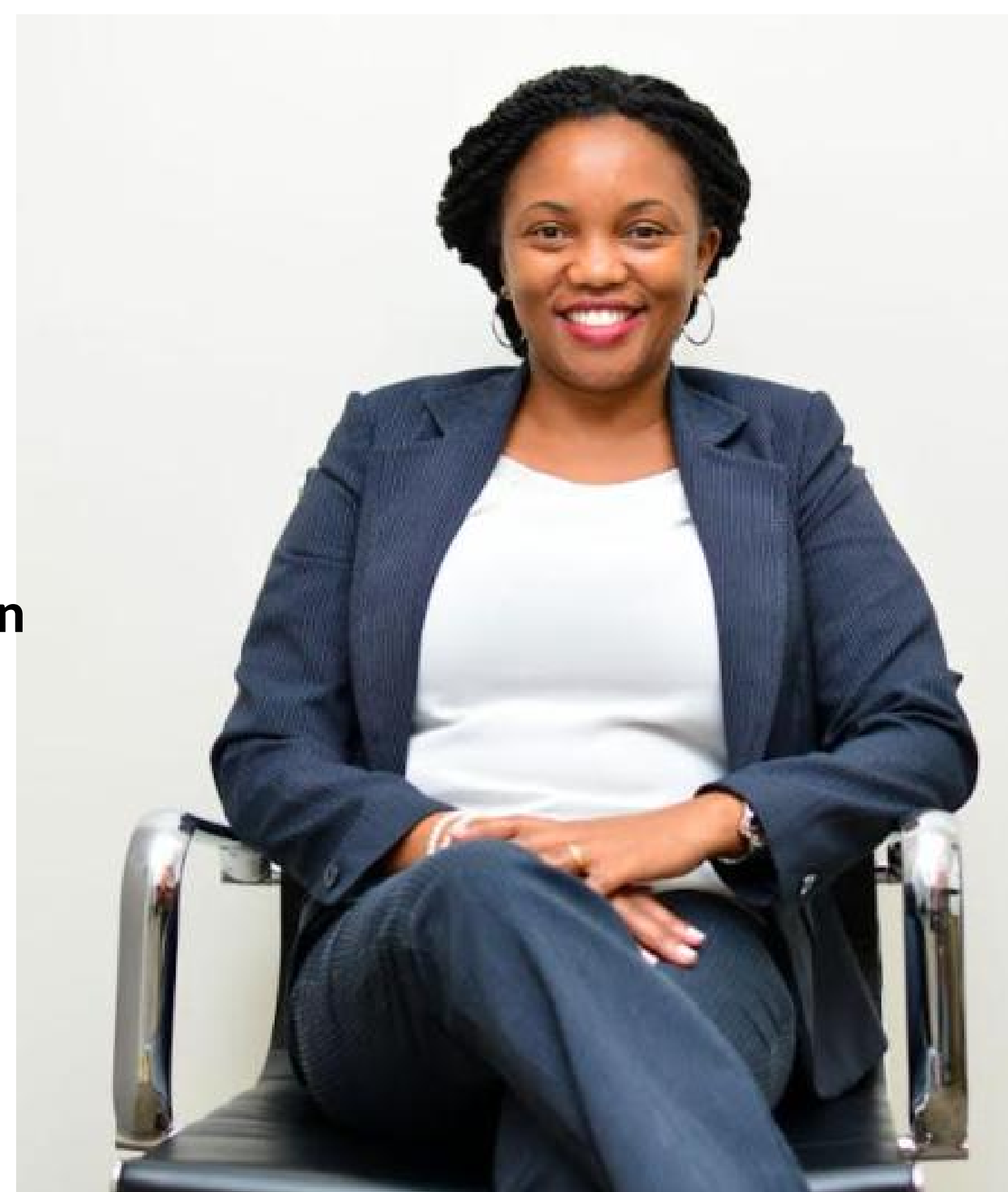
"The customer service we received from your team has been a game changer for our business. Our employees now handle difficult customer situations with ease, resulting in fewer complaints and higher customer satisfaction rates." - Nyambura K - Farm Track Consulting Director.

"Before the training, our customer service was subpar, but now it's one of our strongest assets. We've seen a significant increase in repeat business and positive online reviews " - Caroline - Director RFH

"Your leadership training has equipped our team with the skills to handle any situation with professionalism and empathy. Our customer complaints have decreased dramatically, team synergy and our sales have gone up as a result." - Dr. Carol - Talanta Institute

FOUNDERS PROFILE

Pauline is an accomplished Customer Experience Professional, Trainer, Consultant and Coach with over 15 years corporate experience in financial services, management consulting and humanitarian services. She helps organizations increase overall performance by developing and training custom based research solutions that enhance customer and employee centricity, loyalty and delightful experiences. Her vision is creating business success through 3 P's of Performance; People, Productivity & Profitability.



PAULINE KARIUKI
FOUNDER & LEAD TRAINER & COACH



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**OUR
CONTACTS**