

Marc Haine

Marc works with organizations that want to drive **operational excellence** by daring people to cultivate a **generous attitude** and **lead with love and kindness first**.



Where **service** and **compassion** meet

Do you know that it costs between **300-500% of your employees annual salary** to replace them?

Most organizations struggle with high turnover and low employee engagement and are constantly looking to attract and retain the best talent.

The Numbers are in: Investing in your team pays **huge dividends in staff retention, higher engagement, better job satisfaction, and higher productivity**.

Support your team and your business:

- Provide tools and techniques to better serve your customers
- Explore satisfaction indicators for both employees and customers
- Get consistent buy-in supporting your brand and your brand's voice
- Identify customer touch points that create service challenges
- Develop repeatable systems to create ongoing awareness
- Discover leadership strengths and leverage empathy and emotional intelligence to build stronger, more cohesive teams
- Use engagement strategies to manage projects and teams
- Establish drivers to improve operating performance for all departments
- Increase customer loyalty by developing aftercare processes

What clients say

"Marc Haine is one of the best motivational and inspirational speakers in Alberta. He is a masterful presenter and engages his audience with a positive and uplifting message. His trademark is "Dare to be the exception", and for groups and organizations that need to think - and act - "outside the box" should not hesitate to have Marc as their keynote speaker."

Judge Brian Stevenson, Past International President, Lions Clubs International

"Marc's Dealing with Difficult People strategies and content were so valuable I was able to successfully put them into practice the very next day while dealing with an irate citizen. He was happy, I was happy - made for a great day!"

Tracy Preece, Bylaw Officer (former), Town of Devon

"Marc's session not only helped my business, it also helped your people apply the learnings in their personal lives and with fellow staff members. Marc created an engaged learning environment where everyone had a voice and felt comfortable sharing their thoughts and ideas. We still use many of the ideas and techniques we learned in Marc's session."

Jeff Millar, IGA Garden Markets

MARC HAINE KNOWS OPERATIONAL EXCELLENCE

He works with an incredible array of customer-centric businesses. He believes every time we open our doors, we need leverage the talents of our cast and put on the best show possible.

A frequent presenter to industry associations and their businesses, Marc understands the complexities of engaging and active workforces and gaining customer loyalty in today's businesses. He is the author of **LIGHTS! CAMERA! ACTION!: Business Operational Excellence Through the Lens of Live Theatre**.

On a mission to **inspire leaders and their organizations** to put more **love and care** in being of service.

WATCH VIDEO



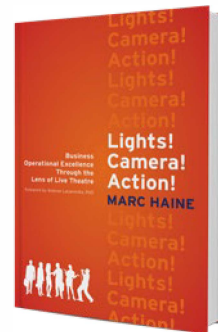
5 questions to improve customer experience

1. Do you do regular customer-focussed touchpoint audits* of your business?
2. Do you do regular customer service audits of your business and do you share them with your staff?
3. Have you designed an employee experience path for each of the roles within your business?
4. Have you designed a customer experience path for your customers?
5. What Aftercare programs do you have for your customers and employees?

***DOWNLOAD YOUR FREE CUSTOMER TOUCHPOINT AUDIT HERE**



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LIGHTS! CAMERA! ACTION!

Business Operational Excellence Through the Lens of Live Theatre

Providing service is like putting on a show!

Every day. All day.

How would your business change if everyday you and your "cast" were set up and ready for their performance?

Where everyone knows and understands their role: where the set, the layout and every customer touchpoint is engineered to provide the very best experience for your customer.

Marc Haine's brilliant book takes a unique look at business practices and applies views, processes, and objectives of live theatre.

It highlights how businesses can differentiate themselves, fulfill their guests' Experience Expectation, and always be ready for SHOWTIME!

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