

BUILDING MEMORABLE SERVICE MOMENTS



1. Remove the Friction

Eliminate annoyances: waits, unclear steps, repeating information.



3. Add One Moment of Human Warmth

Humour, empathy, kindness, recognition - creates emotional impact.



2. Add One Moment of Unexpected Ease

Proactive help, shortcuts, pre-emptive info - anything that lowers effort.



www.thegluttonoussloth.com

Curious how this applies to your situation?

Book a free, no-obligation Discovery Call.

We'll look at what you're dealing with, explore whether one of these tools fits - and see if it makes sense to go further. No pitch. No pressure.

 **Book your free Discovery Call**