



## Before and After: Customer Service Improvement Before Your Ears

April 28, 2008

HUDSON COUNTY, N.J. – Molloy Business Development Group, LLC has developed a program to improve customer service and to increase closed sales percentages. Our unique *Language of Commitment*<sup>™</sup> sales certification program combines a variety of proven methods to teach customer service and sales representative how to strengthen business relationships with existing customers and how to design long term business relationships with new prospects.

Two vital tools used to assess improvement are Mystery Shopping and Live Call Grading. Our system for grading telephone sessions is the only one of its kind. We use this system to determine exactly what areas need improvement, turning good customer service and sales agents into excellent ones.

Need proof? Listen to the following Live Call recordings:

[Audio Recording 1 - Understanding the before and after calls – click here](#)

[Audio Recording 2 – CSR call before being taught the Language Of Commitment approach – click here](#)

[Audio Recording 3 – CSR call after a few months in the Language Of Commitment program – click here](#)

Molloy makes it simple for you to try our program for free, with no obligations. Visit our web site to take advantage of our complimentary eBook download, [Introduction to the Language of Commitment<sup>™</sup>/Mastering Communication](#).

About Molloy Business Development Group, LLC:

Molloy Business Development Group, LLC is a business development group based out of Hudson County, New Jersey. The company has a unique revenue building program that teaches companies how to acquire new businesses by turning missed opportunities into new clients. For more information, visit [www.molloyllc.com](http://www.molloyllc.com) or call (888) 310-5000.

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