

Fact Sheet



About B.Williams Enterprise, LLC

B. Williams Enterprise, LLC is a consulting, training, & auditing company which focuses on service excellence. The goal is to assist organizations, in various industries, to enhance their levels of customer service to world-class levels. This can only be achieved by focusing on service excellence as a way of doing business, rather than an “initiative of the month”. Service excellence must be weaved throughout the organization...at every level.

courses are designed to not only inform but to help translate intangible concepts into relevant behaviors as well.

Service Excellence Consulting

B.Williams Enterprise will work with you to assess your organization's unique service concerns, then help you develop a customized strategy to address them.

Whether those concerns are related to selection, orientation, organizational alignment or service standards development, we are at your service to assist in creating a culture of service excellence.

Organizational Excellence Coaching

B. Williams Enterprise has expertise in using the Baldrige framework to assist companies improve. The Baldrige Criteria for Performance Excellence is considered the world's most widely accepted set of standards for effectively running any organization...regardless of industry. Learn more about the Criteria for Performance Excellence by visiting: www.baldrige.nist.gov .

Industries served thus far...

- Healthcare
- Restaurant
- Aviation
- Banking
- Commercial Real-Estate
- Education



What is Service Excellence?

Service excellence is a term used to describe the delivery of service beyond what normally would be expected by your customers. It is about creating a memorable service experience rather than simply fulfilling customer requests. Every service experience is comprised of several service touchpoints, and our passion at B.Williams Enterprise is to assist organizations to enhance each of them.

Areas of Expertise

Service Excellence Training

B. Williams Enterprise offers a dynamic learning experience for any level of your organization. We offer training for senior leaders, middle managers, & front-line experience creators (your line staff). The service excellence