



WE ARE LISTENING

Grey Green is a Team of Passionate people who Aim at finding innovative and exciting avenues for Business growth by listening, observing & understanding the customer. We believe in transforming the way we perceive customer. We believe in potential of our tool to capture this elusive "**Wisdom of Customer**" and convert this into "**Actionable Intelligence**".

WE BELIEVE. THEREFORE WE DO.



LIFE IS EASY WHEN YOU KNOW WHAT MATTERS TO YOUR CUSTOMERS.

Today customers are constantly talking about their Experiences, Expectations and Choices.
...Are you listening?

Are you able to screen the noise and take in only what is useful for the growth of your business?

We at Grey Green will give you all the necessary tools that will allow you to listen to your Customers, Consolidate their Insights & Create a Framework that helps you to drive Improvement every day and this is really where we shine, in transforming **Grey** areas of your business into **Green & Greener ones.**



CURRENT FEEDBACK SYSTEM



TIME CONSUMING



COLD BEHAVIOUR



ABSENCE OF ANALYTICS



UNAWARE OF
CUSTOMER
EXPECTATIONS



MANIPULATED
FEEDBACK



NO ONLINE RATING



NO RECORD
OF DISSATISFIED CUSTOMER



WASTAGE OF PAPER



FACTS & FIGURES



8 = 4

GOOD

BAD

REVIEWS

1 = 12

NEGATIVE

POSITIVE

EXPERIENCES

**EXPENSES
for a new customer is**

7

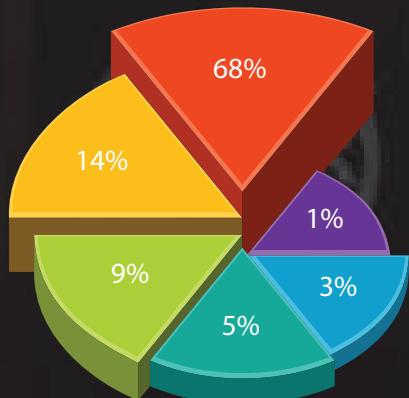
**TIMES MORE THAN
EXISTING CUSTOMER**

FEELING

70%

**OF BUYING
EXPERIENCES ARE
BASED ON CUSTOMER
DELIGHT**

WHY DO YOUR CUSTOMERS CROP YOU ?

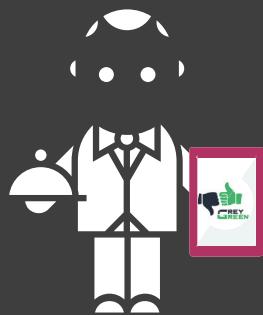


- **68%** Service Complaints
- **14%** Product Dissatisfaction
- **9%** Prefer Competitors
- **5%** Seek Alternatives
- **3%** Move Away
- **1%** Die



HOW WE DO

Waiter Gives Feedback Device to Customer



Customer gives Feedback using Device



Owner uses Analytics to Improvise Services

Owners Receives Analytics on Real Time Dashboard



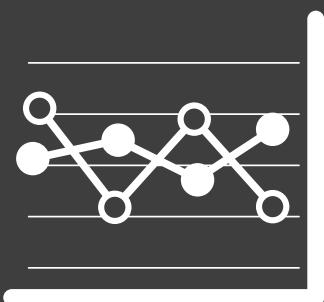
Feedback Analysed by Experts for Owners



COLLECT



ANALYSE



ACT



RESOLVE





FEATURES

CUSTOMIZE YOUR SURVEYS

Help Restaurant owners to add relevant questions based on requirement relating to the products & services offered by their establishment.

REAL TIME ANALYTICS

One dashboard to understand your customer behaviour through better analysis reports.

ALERT ON NEGATIVE FEEDBACK

Grey Green will automatically send an Email and SMS when a customer gives a negative feedback.

BRANDING

Grey Green Feedback tool enables you to customize the total look and feel according to your own brand.

COMMENT SECTION

Comment section allows your customers to enter their experiences

CAPTURE FEEDBACK WITHOUT WiFi

Grey green provides you with an option to Store Feedbacks locally in device and then Sync Later to cloud server. **Happy Feedbacking**

SCHEDULE PROMOTIONAL SMS

Deliver Discount Deals, Miss you message to increase footfall at your resturant whenever you wish to do so.





BENEFITS

Direct Customer Connect



Top Management Will connect with customers, Grey Green Feedback tool will bring you closer to your customers & management can directly hear what customers have to say. We will also provide maintenance & provision of data of your customers & their necessary detail will be provided for you.

Delight your Customers



Adequate & Timely response to disgruntled customers & turn them into brand advocates, which reduces customer churn, increases customer retention and reduces marketing expenses. Which in-turn increases the profitability of system.

Motivate your Team



Grey Green feedback tool allows your customer to rate the front end salesman directly, these ratings are consolidated and declared every month. Performers could be appreciated and rest of the staff could be coached individually for better customer experience. This also drives a sense of competition among team to achieve customer delight.

Ace the Competition



Certain issues are hard to detect with traditional feedback methods but Grey Green helps you to detect the issue and knit continuous improvements. The constant evolution of product and services gives your brand a better reputation and allows you to ace the competition..

Modern Feedback System



Giving your customers with unique feedback options shows that you care about your customers and want to hear what they have to say. This gives a positive impact on customers knowing that their feedback is taken seriously and further allow them to be honest when they give their feedback

Increase Profitability

Genuine Reviews

Customer Loyalty

Revenue

Foot Fall

70%

of complaining
customers will do
business with you
again if you resolve
the complaint
in their favour



CONTACT US



www.greygreen.co.in



9045321000
9582267199



info@greygreen.co.in



561 Shaheed Bhagat Singh,
sector 14 Dwarka 110078.