

Capabilities Statement

Signature Worldwide (Signature, Inc.) is an industry-leading training solutions provider who specializes in developing training programs that are fun, engaging, and inspiring. Our goal is to help clients create legendary customer experiences at every touch point.

Signature is a Veteran Owned Small Business based in Dublin, Ohio with 60 employees and has customers in all 50 states.



Core Competencies

Signature training is designed for front-line and customer-facing staff, managers, supervisors, and professionals involved in customer experience, sales, and business negotiations.

- Specialized training programs
 - Customer Service
 - Manager Coaching and Feedback
 - Effective Communication
 - Coaching for Performance
 - Inside/Outside Sales Skills
 - Client Centered Sales
 - Negotiating Skills
- Assessment/Development
- Instructional Design
- Customized Training
- Training: On-Site, Virtual Classroom, Self-Paced
- Instructor-Led Phone Based Touch Points
- Reinforcement Services- including coaching and customer call analysis

Differentiators

- Trained over 30,000 businesses in over 50 countries
- Training facilitation in both english and spanish
- Conduct over 1,000 training sessions annually
- Experienced trainers with an average tenure of 17 years who are certified in facilitation
- Reinforcement programs-support services designed to continue training and learning for maximum skills retention between 70 – 90%.
- Results driven partnership-Measurement tools and reporting designed to provide immediate performance and engagement feedback for clients
- Increase in customer service scores – 10-30%
- Dedicated account managers and outstanding support teams assigned to each customer
- Instructional design adult learning foundational concepts
- Program customization – each training is tailored to an organization's employees and customer interactions
- Signature's 2024 Net Promoter Score: 88 (World-class designation)

Past Performance

At Signature Worldwide, we promise to be inspiring and fun, to be results driven, and to provide training that sticks.

Gregory Poole Equipment

- Customer Experience Training
- 2021-2022; ~\$77,000
 - Purchaser: Rusty Pate
rusty.pate@gregpoole.com

Columbus Hospitality

- Negotiating Value
- 2023-2024; ~\$9,000
 - Purchaser: Holly Draughn
hdraughn@columbushospitality.com

USTA

- Customized Training
- 2018-2024; ~\$10,000 Annually
 - Purchaser: Michael Bozzo
bozzo@usta.com

Our Notable Clientele

