

## **Complimentary Discovery Call – €0 / 30 minutes**

### **What exactly does the customer receive?**

The customer does not receive a traditional sales pitch, but rather a compact, professional initial consultation in which the current situation, key challenges, and potential areas for improvement are discussed together.

This conversation is designed to quickly clarify:

- where the real problem lies
- which communication or service topics are currently most relevant
- whether and to what extent support would be beneficial
- which format would be the best fit

The customer receives an initial professional orientation — without any obligation.

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### **The customer specifically receives:**

- a 30-minute discovery call
- an initial assessment of the current challenges
- insight into possible communication and performance gaps
- first indications of quick improvement opportunities
- an evaluation of which type of support would be most suitable
- clarity on whether further steps are necessary

This format is ideal for companies or individuals who want to explore, without commitment, whether a collaboration would make sense.

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### **How does the session work?**

#### **1. Initial situation clarification**

At the beginning, we discuss:

- what the current situation looks like
- which challenges exist
- where the customer currently sees the greatest need for action

#### **2. Initial assessment**

Then we take a closer look together at:

- which topics are likely behind the problem

- whether it is more about language, structure, mindset, empathy, control, or conversation logic
- which levers would be most effective

### 3. Quick improvement potential

During the conversation, initial opportunities become visible:

- where quick improvements are possible
- which short-term actions could make sense
- which type of training, coaching, or analysis would be appropriate

### 4. Next steps

At the end, it becomes clear:

- whether a collaboration would be beneficial
- which package or format is the best fit
- or whether no further steps are needed at this time

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### What is the outcome?

After the discovery call, the customer has:

- greater clarity about their situation
- an initial professional assessment
- a better understanding of the key levers
- clear orientation for next steps

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### Who is this format ideal for?

- companies that want to better understand their current situation
- managers, HR, or operations teams evaluating training needs
- teams that want to address communication challenges or KPI pressure
- individuals who want to make initial contact without commitment

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### In summary

**Complimentary Discovery Call – €0 / 30 minutes** is the ideal starting point when clarity, orientation, and an initial professional assessment are needed.

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It is not a pitch in the traditional sense, but a valuable first exchange that helps the customer better understand their situation and evaluate possible next steps.

