



ABOUT TSSI

What Is TSSi?

The Service Standard Institute helps organizations strengthen the human side of performance - the conversations, service standards, sales practices, leadership habits, and workforce systems that directly shape results.

What we do

- **Customer experience and service:** standards, journey improvement, service recovery, retention, and frontline coaching.
- **Sales and follow-up:** sales process development, discovery conversations, objection handling, pipeline discipline, and human-led follow-up.
- **Workforce training and development:** onboarding, leadership, communication, professional development, workforce readiness, and role-based training.
- **Business growth support:** business development, marketing audits, sales strategy, client retention, and done-for-you calling.
- **Assessments and organizational review:** practical diagnostics that identify gaps before recommending training or consulting.

What makes TSSi different

We believe technology should support people, not replace meaningful human connection. Our work is designed to help organizations build stronger teams, better customer conversations, clearer systems, and measurable performance without losing the human element that earns trust.

OUR APPROACH

Assess the real need. Build the right solution. Train for implementation. Follow through after delivery. TSSi is not interested in giving organizations information that never gets used.

Want to know where TSSi can help?

Book a strategy conversation or contact TSSi directly so a real person can learn what you need and recommend the right next step.

Strategy session: <https://calendly.com/devinannhwhite/strategy-session>