



Your Brand Protection Strategy | Guest Experience

Ensuring your brand consistently delivers excellence and an elevated guest experience isn't just a goal; it's the cornerstone of your success. **Improving your brand's customer experience can help improve customer satisfaction, increase customer loyalty and drive product growth.**

EcoSure goes above and beyond a customer experience program. We deliver **customized on-site visits, reporting and improvement recommendations** covering everything from guest experience and brand standards to public health and workplace safety, ensuring all components are integrated into a comprehensive brand protection strategy.



On-site Visits

EcoSure experts conduct visits designed to provide an understanding of your unit-level operations.



Actionable Insights

Your EcoSure team will use industry insights alongside visit data to make unique recommendations based on the needs of your brand.



Training & Corrective Action

Our focus on employee training, coaching and corrective action at the unit level help to build a lasting employee culture that prioritizes safety, accountability, knowledge retention and empowerment



Industry Best Practices

Our industry expertise and relationships help ensure our programs are aligned with the latest trends, enhancing your brand standards insights and driving impactful results.

We work with your brand to build custom visit criteria, which can include:

- ▶ Front-of-house condition
- ▶ Staff greeting & demeanor
- ▶ Wait time
- ▶ Payment processing
- ▶ Exterior condition
- ▶ Drive-thru condition

EcoSure partners with you to:

- Determine program **priority areas**
- Customize **program design**
- Conduct on-site **visits**
- Discover **actionable insights**
- Recommend program **enhancements**
- Deliver an **elevated customer experience** across your brand

Contact your EcoSure representative

- ▶ email: ecosure@ecolab.com
- ▶ visit: ecolab.com/ecosure