

2021 CLIENT SATISFACTION SURVEY

In September 2021, 997 ActionCOACH clients completed a Satisfaction Survey. This was conducted by independent research agency WorkBuzz.

Here is a summary of their feedback.



2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 31 accountancy clients completed our Client Satisfaction Survey. This was conducted by independent research agency **WorkBuzz**. Here is a summary of their feedback:

80%

of clients agree that ActionCOACH is worth the investment



93%

of clients would recommend ActionCOACH to friend or business associate

“

We now have direction and a plan for growth. It's great to have the accountability of a highly knowledgeable Action Coach. He makes us think about new ideas and helps us to push the business forward.

- Noush Borji, Quay Accountants

”

“

I now make sure I spend more time with family and my hobbies and balance out work-life more. My Action Coach is able to challenge ideas and provide areas of thought not previously considered.

- Leighton Sharp, APC Accountants

90%

of clients said their Action Coach makes a positive difference to their business



81%

of clients said they achieved a better work-life balance inside the first 12 months of working with their Action Coach

2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 25 architect clients completed our Client Satisfaction Survey. This was conducted by independent research agency **WorkBuzz**. Here is a summary of their feedback:

88%

of clients agree that
ActionCOACH is
worth the
investment



95%

of clients would
recommend
ActionCOACH
to friend or
business associate

“

Very positive practical day to day tips to help you improve running your business. I have gone from a team of 3 to 6 and my turnover has increased. A work-life balance is my next challenge to overcome!

- Pratick Patel, PPC Surveyors

”

“

Fantastic toolkit, inspirational recommendations, excellent business skills & knowledge base. The systemisation, streamlining, strategy, forward planning, accountability, clearly defined goals and targets are driving profitability and success.

- Claire Richardson, MAA Architects Ltd

”

90%

of clients said their
Action Coach makes
a positive difference
to their
business



92%

of clients said their
Action Coach has
access to a
powerful suite of
business solutions

2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 16 vehicles & parts clients completed our Client Satisfaction Survey. This was conducted by independent research agency **WorkBuzz**. Here is a summary of their feedback:

100%

of clients agree that
ActionCOACH is
worth the
investment



100%

of clients would
recommend
ActionCOACH
to friend or
business associate

“
My Action Coach holds me accountable to implement new ideas and processes throughout the business and indeed at home too. We have increased our turnover and profitability. I have a better work-life balance and I'm enjoying the extra time I now spend with my family.

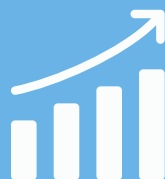
- Simon Wild, Speedy Spanners Ltd

“
My Action Coach keeps me accountable with deadlines for getting business work done, I've made more progress in my business in the last 3 months than the last 2 years! We've rebranded, I have a new van, new website, new booking process and much more!

- Lewis Newton, LN Detailing

100%

of clients said their
Action Coach makes
a positive difference
to their
business



100%

of clients said they
achieved a better
work-life balance
inside the first 12
months of working
with their Action
Coach

2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 12 cleaning clients completed our Client Satisfaction Survey. This was conducted by independent research agency **WorkBuzz**. Here is a summary of their feedback:

92%

of clients agree that ActionCOACH is worth the investment



92%

of clients would recommend ActionCOACH to friend or business associate

“

We are in the process of franchising and scaling up - something we would not have considered without the support of ActionCOACH. Life has become more busy in a good way but more productive and certainly more enjoyable.

- Steve Collins, The Fine Cleaning Company

”

“

The number one thing I like about ActionCOACH is the support they give. Since joining ActionCOACH my business has grown significantly! My coach has helped me to balance work-life and home-life. I am now able to spend more time with my family.

- Clare Gregg - Home Clean Solutions

”

92%

of clients said their Action Coach makes a positive difference to their business



92%

of clients said they achieved a better work-life balance inside the first 12 months of working with their Action Coach

2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 15 communication clients completed our Client Satisfaction Survey. This was conducted by independent research agency **Work Buzz**. Here is a summary of their feedback:

100%

of clients agree that
ActionCOACH is
worth the
investment



93%

of clients would
recommend
ActionCOACH
to friend or
business associate

“

The variety of coaching - meetings, reading material, online tools and webinars are great. I now work mostly on the business and not in it and I can see me being able to take more time off in the future.

- Richard Lambert, Peak Telecom Ltd

”

“

I have a greater overview of the business. I see how various elements of the business need to work in synchronicity and that the business will only grow at the rate I do. I have more confidence in myself as a business owner because of the coaching.

- Emma Wainer, Speaking at Work

”

100%

of clients said their
Action Coach makes
a positive difference
to their
business



100%

of clients said their
Action Coach has
access to a
powerful suite of
business solutions

2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 80 construction and material clients completed our Client Satisfaction Survey. This was conducted by independent research agency **Work Buzz**. Here is a summary of their feedback:

94%

of clients agree that
ActionCOACH is
worth the
investment



98%

of clients would
recommend
ActionCOACH
to friend or
business associate

“

We have gone from a business that fire fights and had a turnover of £400K to a business that turns £30M with a 15% net return. The best bit is I don't have an active role anymore, I now spend 95% of my time in interests outside the business and the business runs without me.

- James Rust, CPS Building Services Limited

”

“

An Action Coach gives an independent external view of the business. Someone to discuss and solve issues, issues that you would not/should not discuss with anyone else within the organisation. My Action Coach helps to set targets and tasks to achieve objectives.

- Karen Eddy, SC4

”

99%

of clients said their
Action Coach makes
a positive difference
to their
business



91%

of clients said they
achieved a better
work-life balance
whilst working with
their Action Coach

2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 36 clients from the education industry completed our Client Satisfaction Survey. This was conducted by independent research agency **Work Buzz**. Here is a summary of their feedback:

89%

of clients agree that
ActionCOACH is
worth the
investment



97%

of clients would
recommend
ActionCOACH
to friend or
business associate

“

Not only has my Action Coach taught me so much I am answerable to someone which enables me to create and stick to my goals and build my business far better than I ever could have without my Action Coach.

- Abbie Hine, WiseOceans Ltd

”

“

The community of other likeminded business owners is great, being able to share and bounce ideas between each other, as well as celebrating each other's wins. Knowledgeable coaches who are supportive and dedicated in getting the best out of you and your business.

- Kirstie Rolfe, Amazing Allstars

”

94%

of clients said their
Action Coach makes
a positive difference
to their
business



89%

of clients said they
achieved a better
work-life balance
since working with
their Action Coach

2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 20 clients from the energy industry completed our Client Satisfaction Survey. This was conducted by independent research agency **WorkBuzz**. Here is a summary of their feedback:

90%

of clients agree that
ActionCOACH is
worth the
investment



95%

of clients would
recommend
ActionCOACH
to friend or
business associate

“

My Action Coach has been tremendous in his support, input into the issues faced within our business and the service industry we are in. I appreciate having him around as a friend and mentor when needed. As a business owner, you need a right hand person to listen and offer advice, you may not like it but it needs to be said.

- Chris Taylor, Mr Therm

”

“

What I like best is the care and attention of the whole team to ensure the best results for me as a person and for my business. For me, this is more than just a business coaching course, it is also life lessons, extensive business network generating, ongoing business support and also friendship developing.

- Jolyon Klean, Orcasound Project

”

95%

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business



90%

of clients said they
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work-life balance
since working with
their Action Coach

2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 32 clients from the engineering industry completed our Client Satisfaction Survey. This was conducted by independent research agency **Work Buzz**. Here is a summary of their feedback:

90%

of clients agree that
ActionCOACH is
worth the
investment



95%

of clients would
recommend
ActionCOACH
to friend or
business associate

“

The discipline of taking a step back from operational issues and concentrating on a longer term goal is great and being held to account on strategic actions rather than letting them drift.

- Steve Copeland, Tempcon Instrumentation Ltd

”

“

The learning, encouragement and networking is great. We are more organised and have an improved cash flow. We generate more revenue and have grown our team. I'm currently working harder but with a clear goal and time scale in place for working less time in the business.

- Sophie Davenport, SFE Services Air Conditioning & Refrigeration Ltd

”

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business



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2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 11 clients from the entertainment industry completed our Client Satisfaction Survey. This was conducted by independent research agency **WorkBuzz**. Here is a summary of their feedback:

100%

of clients agree that
ActionCOACH is
worth the
investment



100%

of clients would
recommend
ActionCOACH
to friend or
business associate

“
Having an Action Coach is a great dynamic to include in the business; a sounding post and an impartial opinion at the same time. We've gone from being personnel-heavy pre-covid, to a lean and profitable, agile and systemised business post-covid.

- Charlie Berry, Zing Events

“
We've grown the business a lot since we first started working with ActionCOACH. The business is around twice the size, with plans to continue to grow. Setting goals and planning is now engrained in the way we work. I also have a much better understanding of financials.

- Nick Leigh, Tailored Entertainment

100%

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100%

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2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 57 clients from the financial service industry completed our Client Satisfaction Survey. This was conducted by independent research agency **WorkBuzz**. Here is a summary of their feedback:

91%

of clients agree that
ActionCOACH is
worth the
investment



98%

of clients would
recommend
ActionCOACH
to friend or
business associate

“

It has become a growing business, with an upward trajectory and a vision and a plan. It feels like the business has a track to progress along and a coach to make sure everything is going as it should be. Progress is always made in a forward direction.

- Rebecca Porter, The VAT Team

”

“

The business I work in has pushed forward at an amazing speed since engaging with ActionCOACH about 18 months ago. Vision, branding, purpose, recruitment, systems - all in place with the help of our coach.

- Kerry Adams, Strategic Wealth Solutions

”

95%

of clients said their
Action Coach makes
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business



93%

of clients said their
Action Coach has
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business solutions

2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 16 clients from the food production industry completed our Client Satisfaction Survey. This was conducted by independent research agency **WorkBuzz**. Here is a summary of their feedback:

100%

of clients agree that
ActionCOACH is
worth the
investment



100%

of clients would
recommend
ActionCOACH
to friend or
business associate

“

We have doubled turnover and increased GP by around 35% since taking on an Action Coach. I now get a solid two days off a week which allows me to pursue other business interests. The skills ActionCOACH has taught me are useful in all business settings.

- Ben Sawyers, Meon Valley Butchers

”

“

I like the support you get both personally and in your business. My business "head" has changed, so the way I approach my business is now different. I now enjoy the challenges and have much more positivity and a much improved mindset. I am working in my community a lot more and also seeing ways I can do this more in the future.

- Gill Hewitt - Hewitts Cafe

”

100%

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2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 35 general industrial clients completed our Client Satisfaction Survey. This was conducted by independent research agency **Work Buzz**. Here is a summary of their feedback:

94%

of clients agree that
ActionCOACH is
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investment



100%

of clients would
recommend
ActionCOACH
to friend or
business associate

“

OLS has changed dramatically over the past 3 years and we feel this is due to the support and guidance we have with our Action Coach. We have had dramatic ups and downs in our business and our Action Coach is always there to offer help and advice and work through these with our management team.

- Claire Law - OLS Ltd

”

“

We have grown from a team of 10 to 20 since 2014 and our T/O has increased by over 200% and profit by over 300%. We are working normal office hours as opposed to late nights and weekends. My father (current business owner) now enjoys more free time and we are working towards taking over ownership of the business from my father.

- Richard Morgan - MES Systems Ltd

100%

of clients said their
Action Coach makes
a positive difference
to their
business



83%

of clients said they
achieved a better
work-life balance
since working with
their Action Coach

2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 43 clients from the healthcare equipment & services industry completed our Client Satisfaction Survey. This was conducted by independent research agency **Work Buzz**. Here is a summary of their feedback:

93%

of clients agree that
ActionCOACH is
worth the
investment



100%

of clients would
recommend
ActionCOACH
to friend or
business associate

“

Since we started working with Ian in 2017 our revenue has gone from £38,000 per year to over £300,000 per year. We doubled turn over during the pandemic as our Action Coach helped us to pivot our business. We are also looking at taking over an underused building within the town and to turn it into a local community hub.

- Bobbie Goulding, Bobbie Goulding Fitness Centres

”

“

First of all we made it through 3 lockdowns which I don't think we could have done without ActionCOACH. On top of that we are now business owners not just hairdressers that have a business. Our business turnover has increased, we have opened a second salon and we understand so much more about all aspects of business.

- Corey Taylor, Noco hair

”

100%

of clients said their
Action Coach makes
a positive difference
to their
business



84%

of clients said they
achieved a better
work-life balance
since working with
their Action Coach

2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 18 clients from horticulture industry completed our Client Satisfaction Survey. This was conducted by independent research agency **WorkBuzz**. Here is a summary of their feedback:

94%

of clients agree that
ActionCOACH is
worth the
investment



100%

of clients would
recommend
ActionCOACH
to friend or
business associate

“

We have improved visibility, clearer responsibilities, a developing product ladder, regular cadence to business improvement through 90 day goals, clarity of vision, values and purpose. The combination of coaching, support and training has helped me become the best I can be and create a world class business with an outstanding team.

- Richard Fletcher - Ignys

”

“

I like the accountability from my Action Coach with focus on working on my business. My coach helps me develop different ways of viewing challenges and processes. I have a much better work-life balance and have more time with family. I have learned to let go and delegate work and responsibilities.

- Dougie Kemp, Kemp Landscaping and Gardening Services

”

94%

of clients said their
Action Coach makes
a positive difference
to their
business



100%

of clients said their
Action Coach has
access to a
powerful suite of
business solutions

2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 14 clients from IT industry completed our Client Satisfaction Survey. This was conducted by independent research agency **Work Buzz**. Here is a summary of their feedback:

85%

of clients said they achieved a better work-life balance since working with their Action Coach



100%

of clients would recommend ActionCOACH to friend or business associate

“

We are focusing on long term vision and working towards the business becoming more profitable and most importantly putting systems in place so it works without us. The broad knowledge base and effective solutions my Action Coach gives helps me find quick solutions for my business, in the moment, as it's unfolding.

- Vina Panchal - SDS Drives

”

“

ActionCOACH has helped us organise a structure for the company which in turn has helped us concentrate more on sales. ActionCOACH provides business coaching that is specific to my needs, but also the provision of Business Coaching Templates to aid my business and my personal development. Access to a wide variety of business support tools is also good.

- Nina Patel, Bell ICT

”

92%

of clients said their Action Coach makes a positive difference to their business



100%

of clients said their Action Coach has access to a powerful suite of business solutions

2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 23 clients from law industry completed our Client Satisfaction Survey. This was conducted by independent research agency **WorkBuzz**. Here is a summary of their feedback:

96%

of clients agree that
ActionCOACH is
worth the
investment



100%

of clients would
recommend
ActionCOACH
to friend or
business associate

“

I love my Action Coach - she is absolutely the best! She really understands me as an individual. In understanding me, she can understand my business and can identify where I need support. She holds me to account and we work brilliantly together!

- Angela Clay, Hr:4UK Ltd

”

“

I left every session with a big list of light bulb moment actions to implement and information to obtain and review, I now have a full suite of tools to help with day to day business for now and the future, it has been a successful year and the future looks even brighter. I strongly recommend investing in the ActionCOACH programme.

- Claire Lowe - Hopkins Solicitors

”

96%

of clients said their
Action Coach makes
a positive difference
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business



100%

of clients said their
Action Coach has
access to a
powerful suite of
business solutions

2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 44 clients from the manufacturing industry completed our Client Satisfaction Survey. This was conducted by independent research agency **WorkBuzz**. Here is a summary of their feedback:

95%

of clients agree that
ActionCOACH is
worth the
investment



98%

of clients would
recommend
ActionCOACH
to friend or
business associate

“Our business has experienced double digit growth over the last 10 years with staff numbers increasing from 20 in 2010, to over 80 in 2021. During this period, we have restructured several times to help facilitate growth. In the last 2 years we have created 3 business units with the aid of our Action Coach to allow focus and to drive continuous growth across discrete areas of business.

- Pete Morris, Ion Science Limited

“ActionCOACH is supportive and insightful. It allows us to really think about the little issues that make a big difference and our Action Coach helps us to identify what things could change to make the business work and grow better. We have doubled in size and all our managers and leaders have benefitted from coaching.

- Tina Cullingford, Rubber 4 Roofs

98%

of clients said their
Action Coach makes
a positive difference
to their
business



95%

of clients said their
Action Coach has
access to a
powerful suite of
business solutions

2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 86 clients from the marketing industry completed our Client Satisfaction Survey. This was conducted by independent research agency **Work Buzz**. Here is a summary of their feedback:

100%

of clients agree that
ActionCOACH is
worth the
investment



99%

of clients would
recommend
ActionCOACH
to friend or
business associate

“

We've franchised our business and our business is growing faster and more productively than ever before. Our Action Coach is very good at understanding how to talk to individuals, motivate and inspire them without them feeling offended and criticised.

- Ben Mullins, Be More Social

”

“

My business is literally unrecognisable. It has grown from a mere idea in a pandemic to thriving and with plans to become national. I have processes, I have goals and plans in place and my mindset is transformed. I set out with a small goal and with the help of John, I've smashed those goals completely out of the park.

- Nicky Thomas, The Growth Community

”

100%

of clients said their
Action Coach makes
a positive difference
to their
business



90%

of clients said they
achieved a better
work-life balance
since working with
their Action Coach

2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 29 clients from the media industry completed our Client Satisfaction Survey. This was conducted by independent research agency **WorkBuzz**. Here is a summary of their feedback:

100%

of clients agree that
ActionCOACH is
worth the
investment



100%

of clients would
recommend
ActionCOACH
to friend or
business associate

“

My Action Coach has taken the time to get to know my business and me personally. He tailors his coaching around ME and MY business, this means that as long as I stick to our agreed goals, my business will flourish. During the Pandemic he has been a solid rock of support.

- Andrew Goode - Andy Goode TV

”

“

What I like best about my Action Coach is the expertise, modest, kind, genuine & proven success with other local businesses. More interested in giving, supporting and helping, rather than just chasing the money! The encouragement received to push boundaries, challenge beliefs, doubts and self imposed limitations. The opportunity to work and collaborate with others, having similar goals and outlooks.

- Gary Davies, Gary Davies

”

100%

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business



100%

of clients said they
achieved a better
work-life balance
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their Action Coach

2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 45 clients from the office / home improvement industry completed our Client Satisfaction Survey. This was conducted by independent research agency **Work Buzz**. Here is a summary of their feedback:

91%

of clients agree that
ActionCOACH is
worth the
investment



100%

of clients would
recommend
ActionCOACH
to friend or
business associate

“

My Action Coach brings knowledge, experience and the clarity from an outside perspective. There is no one else I can easily ask to give me sound advice on which areas of my business I most need to work on.

- Derek Buchanan, Beautiful Bathrooms of Letchworth

”

“

Having a business coach is like having a business partner than knows everything I don't, without having the associated issues around partners. They encourage, motivate and educate in every possible way.

- Nick Gibb - Bristol Sound Proofing

”

100%

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91%

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2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 11 clients from the printing industry completed our Client Satisfaction Survey. This was conducted by independent research agency **WorkBuzz**. Here is a summary of their feedback:

91%

of clients agree that
ActionCOACH is
worth the
investment



100%

of clients would
recommend
ActionCOACH
to friend or
business associate

“

Our business has changed significantly. Not only have we had fantastic financial growth, having our best ever year. We have grown solidly as a team and feel confident that we can grow and develop this business into a top performing organisation.

- Carolann Smilie - Cube

”

“

The business has grown quickly in the last 9 months and in line with the 1st year and 5th year plan I set out with my Action Coach in the early stages of the business. We are going to hit our year 1 goals and possibly beat them with the last quarter looking very positive.

- Brett Russell - Print and Promotion

”

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91%

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2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 34 clients from the property industry completed our Client Satisfaction Survey. This was conducted by independent research agency **WorkBuzz**. Here is a summary of their feedback:

97%

of clients agree that
ActionCOACH is
worth the
investment



100%

of clients would
recommend
ActionCOACH
to friend or
business associate

“

Coaching has provided us with some strong new systems, tools and processes which have enhanced the structure in our days and improved efficiency. I have gained confidence in all areas through the personal development coaching has provided me with. The positivity and ideas feed in to my personal life too.

- Catherine Ruffles - Agile Property

”

“

My life has changed for the better despite the challenges we've faced over the last 18 months. I have a better business, better strategies in place and better teams to run the systems. We have clear goals and we are now achieving record breaking months consistently. Most importantly, I am able to spend more time with my young family without the worry of work.

- Ben Davies - Belvoir Swansea

”

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2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 17 clients from the recreation industry completed our Client Satisfaction Survey. This was conducted by independent research agency **WorkBuzz**. Here is a summary of their feedback:

94%

of clients agree that
ActionCOACH is
worth the
investment



94%

of clients would
recommend
ActionCOACH
to friend or
business associate

“

My business has changed from having myself on the road 7 days a week to now having a team - so I'm working less in the business and working more on the business. Increasing the team has also resulted in increase in turnover.

- Costa Savvas, 4FunGroup

“

Our Action Coach has helped streamlined everything, helped us understand our numbers, worked incredibly hard on helping myself and my fellow Director achieve a better work-life balance. I am now able to enjoy more time with my family, pursue my hobbies more and take more holiday.

- Mark Patterson, Clip N Climb

100%

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business



88%

of clients said they
achieved a better
work-life balance
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their Action Coach

2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 15 clients from the recruitment industry completed our Client Satisfaction Survey. This was conducted by independent research agency **Work Buzz**. Here is a summary of their feedback:

100%

of clients agree that
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worth the
investment



100%

of clients would
recommend
ActionCOACH
to friend or
business associate

ActionCOACH has helped me focus during the last difficult year and allowed me to step back from the day-to-day running of the business and focus on my family. Not something I could have contemplated a year ago! The friendliness of the team and all the help and advice along with the different ideas to improve your business is great!

- Lisa Brady, Perfect Recruitment

Our Action Coach provides honest, friendly and bespoke advice to improve our business and personal life. Our turnover, profit and structure have drastically improved, without our Action Coach we would not be in such a strong position.

- Nick McVeigh-Crabbe, Star Recruitment

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2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 48 clients from the retail industry completed our Client Satisfaction Survey. This was conducted by independent research agency **Work Buzz**. Here is a summary of their feedback:

96%

of clients agree that
ActionCOACH is
worth the
investment



98%

of clients would
recommend
ActionCOACH
to friend or
business associate

“

Took me from under performing, on the brink of collapse from un-organised chaos to where we are now, much more organised with more systems and process in place. We are hitting all of our financial targets and can look forward to a period of huge expansion over the next couple of years.

- Rick Emerson, Gimme the Loot

”

“

Action Coach enabled us to turn our failing business around and has given us the confidence to push forward to grow the business way beyond what we ever would have imagined possible. I am now able to look forward to the future and we are making plans to enjoy it.

- Matthew Pickering, Sussex Beds Centre

”

94%

of clients said their
Action Coach makes
a positive difference
to their
business



90%

of clients said they
achieved a better
work-life balance
since working with
their Action Coach

2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 32 clients from the software and computing industry completed our Client Satisfaction Survey. This was conducted by independent research agency **WorkBuzz**. Here is a summary of their feedback:

97%

of clients agree that
ActionCOACH is
worth the
investment



100%

of clients would
recommend
ActionCOACH
to friend or
business associate

“
My Action Coach has literally changed my life. Business strategy and mindset, second to none. Best coach in the world. Our turnover increased by 200% over the last year and our profit the same. I work one day a week less now and enjoy the business more.
—
”

- Lauren Outbound, Outbound Associates Limited

“
The business is unrecognisable to what it looked like before we started working with our Action Coach. We're setting and achieving goals we never dreamed of having, with so many more to go for. The guidance from our Action Coach and his team has not only kept us in business but also allowed us to succeed beyond any of our expected levels.
—
”

- Fiona Drummond, Agent Site

97%

of clients said their
Action Coach makes
a positive difference
to their
business



88%

of clients said their
Action Coach has
access to a
powerful suite of
business solutions

2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 18 clients from the technology industry completed our Client Satisfaction Survey. This was conducted by independent research agency **Work Buzz**. Here is a summary of their feedback:

100%

of clients agree that
ActionCOACH is
worth the
investment



100%

of clients would
recommend
ActionCOACH
to friend or
business associate

“

I have learned so much more about how to market myself and my business and have started to transition over from relying on the franchise network as my route to market to going directly to the marketplace directly. This will make my business more profitable but will also sustainable in the long term.

- Andy Kinnear, Expense Reduction Analysts

”

“

It's really enabled me to ensure that the team are accountable. The ActionCOACH team are friendly bunch and really have the best interest of my team and business and are great to bounce around ideas for our business. Work-life balance is much better, more time for fitness, I have lost 4 stone in weight and am generally a much happier bunny.

- Robert Bright, BTT Comms Ltd

”

100%

of clients said their
Action Coach makes
a positive difference
to their
business



92%

of clients said they
achieved a better
work-life balance
since working with
their Action Coach



2021 CLIENT SATISFACTION SURVEY

Don't take it from us, hear it from our clients!

In September 2021, 14 clients from the travel industry completed our Client Satisfaction Survey. This was conducted by independent research agency **Work Buzz**. Here is a summary of their feedback:

93%

of clients agree that
ActionCOACH is
worth the
investment



100%

of clients would
recommend
ActionCOACH
to friend or
business associate

“

I like having an external person I respect to challenge me, hold me to account, advise me and sometimes just tell me I'm doing a good job. A key part of all that is the access to learning - directly from my Action Coach and also in the books he recommends.

- Alastair Connelly, Inside Asia Tours

”

“

We really appreciate all the help and support our Action Coach has given us over the last 3 years - in particular, keeping us going through the pandemic when our business was so heavily affected. We also love that we are held accountable as we are so busy working, that we need the prompt to look and plan ahead.

- Ian Cann, My Travel Guys

”

100%

of clients said their
Action Coach makes
a positive difference
to their
business



86%

of clients said they
achieved a better
work-life balance
since working with
their Action Coach