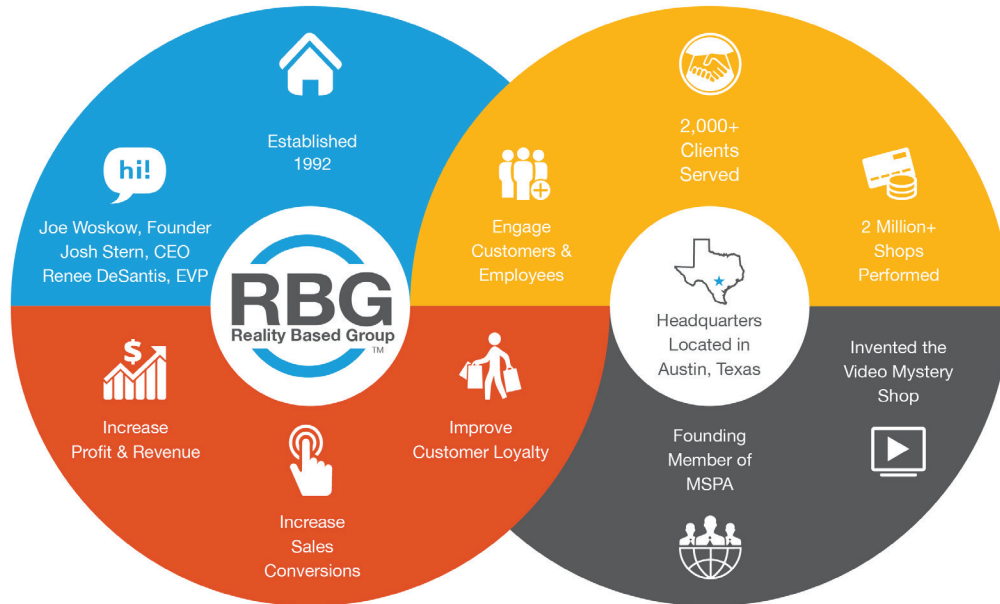




Excellence Is No Accident

Our Mission:

To deliver 'Reality Based' continuous improvement programs that create world class customer experiences.



Our Vision:

To be the first thought every best-in-class company leader has when thinking about how to improve their customers' experience.

Our Core Values



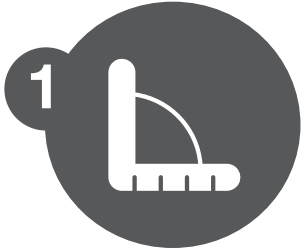
Client Success



info@realitybasedgroup.com • 1.877.990.3456 • realitybasedgroup.com



The RBG Difference



Design

Unique Programs,
Tailored Scorecards



Evaluate

Measurable,
Actionable Data



Report

Customizable &
Accessible 24/7



Coach

Specialized
Improvement Plan

Get A 360° View of How Your Customer's See Your Business.

Our unique and tailored process is perfect for understanding every aspect of your business. We work with you to deliver results that drive your business.

RBG Solutions

Mystery Shopping



MysteryShopping+™

Written Mystery Shopping



RealCalls™

Phone Mystery Shopping



GameFilm®

Video Mystery Shopping



WebShops™

Online Mystery Shopping



InstaShops

On-Demand Mystery Shopping

Audits & Surveys



RealCheck™

Competitive Pricing Intelligence



RealAudits™

Mobile Data Collection



RealFeedback™

Customizable Surveys

Coaching & Training



InTheHuddle™

Video Training



CoachMe®

In Person Team Training

RealResults™ Included With Every Solution

info@realitybasedgroup.com • 1.877.990.3456 • realitybasedgroup.com