

Smart Interventions

The ART & SCIENCE of Business

Business Consulting & Hospitality Implementation for companies that need clarity, control, customer trust, and disciplined execution.

Lebanon | GCC & Beyond



Smart Interventions SARL

A Beirut-based consulting and hospitality implementation firm serving businesses in Lebanon, the GCC, and beyond.

BUSINESS ACTIVITY	Business Consulting & Hospitality Implementation
HEADQUARTERS	Beirut, Lebanon
SERVICE AREA	Lebanon, GCC & Beyond
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ABOUT US

Beyond advice. Practical business intervention.

Smart Interventions sits between classic consulting, hospitality implementation, operational restructuring, and executive training.

- We diagnose what is blocking performance before recommending action.
- We translate strategy into SOPs, scripts, workflows, scorecards, training, and controls.
- We help the business move from daily firefighting to structured performance.



Brand promise

Clarity that becomes action.

MISSION & VISION

What Drives Us

Our Mission

To help businesses become clearer, stronger, more structured, and more customer-focused. We support business owners and teams by diagnosing operational weaknesses, designing practical systems, improving service standards, and creating solutions that can be implemented in real business environments.

Our Vision

To become a leading business transformation and hospitality implementation partner for businesses in Lebanon, the GCC, and beyond redefining consulting by combining strategic clarity with hands-on implementation, helping companies improve not only how they think, but how they operate, serve, sell, and grow.

WHAT WE DO

Four flagship interventions designed around the real business problem.

01

Business Health Intervention

For owners who need a clear view before investing more.

02

Customer Experience and Sales Recovery

For businesses losing inquiries, renewals, referrals, or trust.

03

Operations Control and SOP System

For teams that need roles, standards, checklists, reporting, and accountability.

04

Continuity Partner

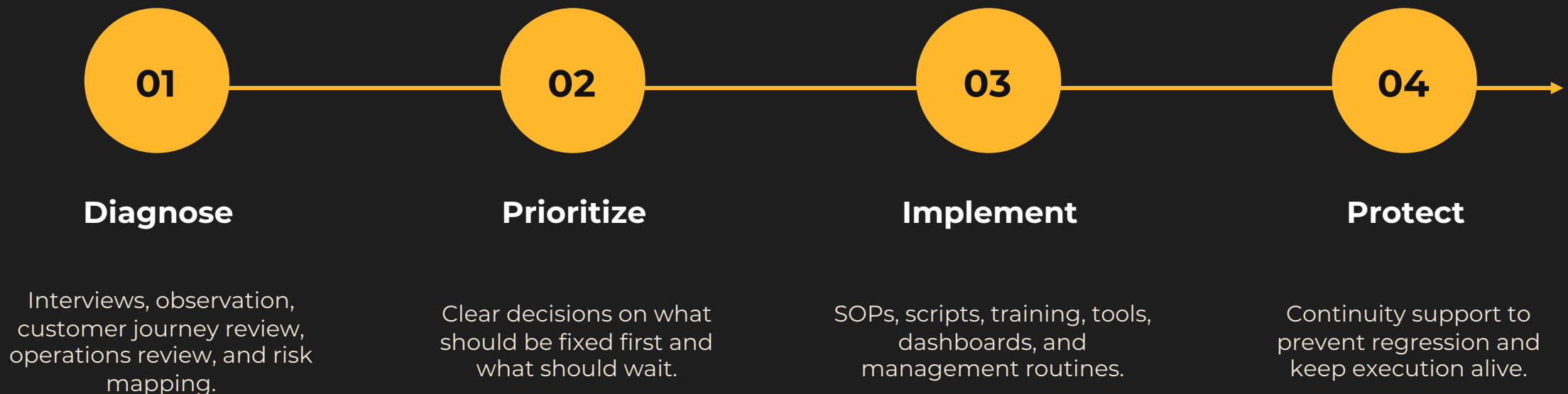
For companies needing 6 or 12 months of follow-up after transformation.

Choose the intervention that matches the constraint, not the symptom.

OUR METHOD

A disciplined path from diagnosis to execution.

The process is built for regional businesses where speed, trust, staff execution, and owner control matter.



CORE SERVICES

Business diagnosis and transformation.

We help owners see what is really weakening performance, then turn findings into a practical transformation roadmap.

- Business health assessment
- Operational gap analysis
- Revenue leak identification
- Role and responsibility evaluation
- Risk and priority mapping



Output

A clear view of what needs to change, why it matters, and where to start.

CUSTOMER EXPERIENCE

Hospitality is not only for hotels. It is a business advantage.

We implement hospitality as a system of trust, care, clarity, speed, and professional behavior.

- Customer journey design
- Service rituals and standards
- Welcome and follow-up scripts
- Complaint handling process
- Loyalty and retention logic
- Team behavior standards

Built for clinics, pharmacies, supermarkets, gyms, wellness centers, law firms, real estate firms, restaurants, online brands, and service-based businesses.



SYSTEMS & CAPABILITY

SOPs, training, AI workflows, and management control.

We create the tools that make the business easier to manage and less dependent on daily owner intervention.

SOP Development

- Opening and closing
- Sales and follow-up
- Customer service
- Maintenance and cleaning

Team Training

- Hospitality mindset
- Upselling and cross-selling
- Front desk performance
- Complaint handling

AI & Automation

- WhatsApp optimization
- Simple CRM structures
- Lead follow-up workflows
- Decision dashboards

The goal is consistent execution, not documents that sit unused.

WHO WE SERVE

For owners, founders, executives, and organizations that want control, clarity, and customer trust.

- | | | |
|-----------|---|--|
| 01 | SMEs & Family Businesses | Clarify roles, reporting, customer handling, operations, and owner delegation. |
| 02 | Startups & Online Businesses | Validate positioning, offers, pricing, WhatsApp flow, and conversion discipline. |
| 03 | Hospitality & Customer-Facing Brands | Build service rituals, recovery flows, loyalty logic, and training. |
| 04 | Corporate & NGO Teams | Improve capability, communication, accountability, and execution. |

WHY CHOOSE US

A consulting partner built for real business impact.

Strategy with implementation

We support the transition from recommendation to action, behavior, and control.

Built for Lebanon and GCC reality

Our solutions are designed for pressure, limited resources, informal structures, and fast-moving customer expectations.

Hospitality as a business advantage

We use hospitality thinking to improve service, retention, trust, and brand experience.

Practical systems, not theory

SOPs, checklists, scorecards, training, and routines that teams can actually use.

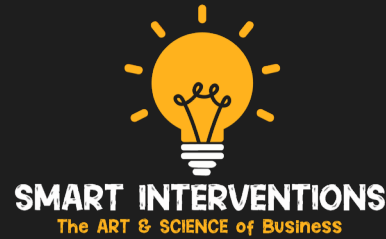
A partner, not only an advisor

We challenge what needs to be challenged and support what needs to improve.

CORE VALUES

The principles behind every intervention.

Clarity	Clear priorities, roles, systems, and expectations.	Practicality	Solutions designed for real business environments.
Excellence	Higher standards in service, operations, and behavior.	Accountability	Ownership, follow-up, measurement, and control.
Customer-Centric Thinking	Business design around the people served.	Integrity	Honest diagnosis and professional implementation.
Continuous Improvement	Ongoing refinement beyond one-time change.		



Stronger From the Inside Out

The **ART & SCIENCE** of Business

Smart Interventions exists to help businesses diagnose what is not working, design what needs to change,
and support the implementation that turns strategy into daily performance.

For business owners and organizations seeking clarity, structure, better customer experience,
stronger teams, and practical growth.

We are your transformation partner.

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