

# ESSENTIALS OF SERVICE EXCELLENCE



## OBJECTIVE

- To create awareness about the importance of service and to develop essential service skills for the delivery of consistent and excellent customer service

## WHO SHOULD ATTEND

- Front line employees
- Supervisors
- Managers

## SESSION DETAILS

- Half day session - 3.5 hrs
- Between 10-25 participants
- Interactive format
- Take-away participant guide

## BENEFITS TO BUSINESS

- Helps create a consistent service standard within the organization
- To provide service professionals with guidelines, processes and tools to increase their level of customer service and become customer-centric

## PROGRAM AT A GLANCE

### “Moments of Truth”

Understand the importance of creating and maximizing memorable “Moments of Truth” experiences in various customer interactions.

### First Impressions

Explore how positive and negative first impressions impact the service experience and how to ensure a consistent and effective first impression.

### Service Excellence Essentials

Participate in a customer service self assessment and learn the behaviours that are essential for service excellence.

### Communication Excellence

Learn about the communication process and the importance of applying it when determining customer needs and expectations.

### The Service Process

Practice the 5-step service process for providing consistent and excellent customer service.