

VOLUNTEER EXCELLENCE



OBJECTIVE

- To raise the level of volunteers' customer service skills to provide the ultimate experience

WHO SHOULD ATTEND

- Volunteers
- Organizations

SESSION DETAILS

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

BENEFITS TO BUSINESS

- Helps to create a consistent service standard during a special event
- Provides your volunteers with the skills to enhance your visitors' experiences
- Encourages pride and professionalism among volunteers to make all visitors feel welcome

PROGRAM AT A GLANCE

Excellent and consistent customer service is the cornerstone of any successful business. This workshop focuses on the important role of the individual in building client loyalty, creating a positive impression, and contributing to a workplace service culture.

Part 1 - Your Role as a Volunteer

The importance of being a volunteer
Understand the value of first impressions when interacting with people

Part 2 - Communication

Identify the benefits of effective communication
Describe the 3 elements of Volunteer Excellence
Communication: Verbal, non-verbal, and vocal

Part 3 - Ensuring a Memorable Experience

Identify the "Moments of Truth" in any connection
How to exceed visitors' expectations
The diversity and key facts of the local community
Understand the do's and don't's of being a volunteer
The do's and don't's of serving those with special needs