

# SERVICE EXCELLENCE

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serviceexcellence

**CREATING MEMORABLE EXPERIENCES FOR YOUR CUSTOMERS REQUIRES YOU AND YOUR TEAM TO HAVE THE MOST UP-TO-DATE SPECIALIZED SKILLS AND KNOWLEDGE. OTEC'S SERVICE EXCELLENCE IS A DYNAMIC, INTERACTIVE COURSE TO HELP YOU CREATE "WOW" SERVICE EXPERIENCES.**

**SERVICE EXCELLENCE HELPS CREATE A CONSISTENT SERVICE STANDARD AND CULTURE WITHIN THE COMPANY. IT PROVIDES TEAMS WITH BEHAVIOUR GUIDELINES, STANDARDS, AND SERVICE PROCESSES TO BUILD CUSTOMER LOYALTY IN A FLEXIBLE TRAINING FORMAT.**

## WHO SHOULD ATTEND

- Front-line employees
- Supervisors
- Managers

## SESSION DETAILS

- The series is offered in person, virtually or via e-learning
- Interactive and engaging
- Participants receive certificate upon completion

## CUSTOMER EXPERIENCE

Explore service experiences from the perspective of the customer and delve into the many factors that affect your customer's service needs and expectations.

## SERVICE PROCESS

Practice the 5-step Service Process for providing consistent and exceptional customer service.

## COMMUNICATION

Understand the importance of active listening and powerful questions as a key to providing meaningful customer service.

## EMOTIONAL INTELLIGENCE

Explore how emotional intelligence (EQ) affects customer service interactions and how you can improve your personal EQ.

## SERVICE RECOVERY

Learn the 5-step service recovery process for dealing with emotional situations, including when to end a hostile interaction.

## SERVICE BEHAVIOUR GUIDELINES

Go beyond the basics to deliver memorable and exceptional service experiences.

## OWN THE MOMENT

Be empowered to create your own action plan for providing exceptional customer service.

## CONTACT US TODAY FOR MORE INFORMATION

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