

SERVICE EXCELLENCE FOR DIVERSE CULTURES



SESSION DETAILS

- Half day session - 3.5 hrs
- Between 10-25 participants
- Take away Participant Guide

WHO SHOULD ATTEND

- Frontline employees
- Supervisors
- Managers

BENEFITS TO BUSINESS

- Helps create a consistent service standard within your organization
- Provide employees with tips and tools to build customer loyalty

PROGRAM AT A GLANCE

Service Excellence for Diverse Cultures is an interactive training program designed to provide participants with tools that will further enhance customer service skills and confidence when providing service to customers from diverse cultures. The workshop agenda includes:

Introduction to Diversity

Explore what the term 'diversity' means and review the different types of diversity

Canada - A Culturally Diverse Nation

Learn about two growing and diverse markets: Newcomers to Canada and International Travellers

Understanding Cultural Differences

Understand the benefits and challenges to serving a culturally diverse customer

Customer Service Strategies to Best Serve a Culturally Diverse Clientele

Develop service excellence strategies for serving a culturally diverse clientele

Providing Service Excellence to Culturally Diverse Clientele

Practise how to provide Service Excellence to every diverse customer using the R.E.S.P.E.C.T model

Resources & Tips