



★ OBJECTIVE

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

★ WHO SHOULD ATTEND

- Front-line Employees
- Supervisors
- Managers

★ SESSION DETAILS

- One full-day workshop
- Between 10-25 participants
- Interactive format
- Adult learning principles
- Take-away resource guide

★ BENEFITS TO BUSINESS

- Helps create a consistent service standard and culture within the company
- Provides employees with behaviour guidelines, standards, and service processes to build customer loyalty

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PROGRAM AT A GLANCE

Customers are diverse and so are their needs and expectations. Organizations that provide exceptional customer service have highly trained employees who listen and understand their customers, communicate effectively and are empowered to make decisions that benefit the customer and the company. Service Excellence encourages participants to go beyond basic customer service and empowers them to create memorable service experiences for their customers.

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

Review the importance of active listening and powerful questions as a key to better understanding your customers' needs and providing great 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

Be empowered to go beyond the basics of service behaviour guidelines to deliver memorable and exceptional service experiences.

Own the Moment

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