

COMING
SOON!

SERVICE EXCELLENCE DYNAMICS

NEW eLearning



OTEC's 'New' Service Excellence Dynamics eLearning course, developed with the most up to date service theories, best practices and tools, is a great program for those wishing to achieve excellence in the delivery of customer service in a self-study, flexible format. This dynamic and interactive, one hour eLearning course has been designed to help individuals acquire skills and knowledge necessary for creating memorable service experiences resulting in customer loyalty. Engaging, affordable and time-effective training designed to develop customer-centric organizations.

To enquire about OTEC's Service Excellence Dynamics eLearning program contact:

Wendy Paradis, Vice President, Client Services
(e) wparadis@otec.org
(t.f) 1.800.557.6832 (p) 416.622.1975 ext. 212

www.otec.org



WHO SHOULD PARTICIPATE

Front-line Employees, Supervisors and Managers

PROGRAM AT A GLANCE:

- **Moments of Truth:** How do customers perceive their experience?
- **Behaviour Standards:** Top behaviours of successful professionals and examples of how they play out in real life
- **Effective Communication:** How to get your message across and better connect with customers
- **Service Process:** Key steps to service excellence and how to make them a reality every day
- **Overcoming Service Challenges:** How you can turn problems into opportunities and regain a customer's trust

BENEFITS TO BUSINESS

- Helps create a consistent service standard within an organization in an economical format
- Provides service professionals with guidelines, processes and tools that help them contribute to a customer-centric organizational culture
- Flexible training when you need it