

# Essentials of Service Excellence



Instructor-led. Virtual and in-person options.

**OTEC's dynamic and interactive Service Excellence workshop equips participants with the tools to go beyond basic customer service to create exceptional service experiences for their customers.**

## SESSION DETAILS:

- Half-Day workshop (3 1/2 hours)
- Instructor-led, either in person or virtually
- Participants receive a certification upon completion
- Delivered by certified, experienced trainers

## DESIGNED FOR:

- Front-line service staff
- Supervisory staff
- Managers

## LEARN HOW TO:

1. Draw on your Emotional Intelligence when communicating, using powerful questions and actively listening to others.
2. Recognize Moments of Truth when interacting with customers.
3. Understand Service Excellence behaviour guidelines and how to apply the service process in your workplace.
4. Use the Service Recovery process when handling customer problems.

## SESSION HIGHLIGHTS:

**Explore service experiences** from the perspective of your customers. Delve into the factors that affect their service needs and expectations.

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

**Review the importance of active listening** and powerful questions to understand your customer's needs better and provide great customer service.

**Explore how Emotional Intelligence (EQ)** affects customer service interactions and how you can improve your personal EQ.

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

**Own the moment** by creating your own action plan for providing exceptional customer service.