



Service Excellence

TRAINING COURSE FOR TEACHERS

 Instructor-led. Virtual.

Excellent customer service is the foundation of any successful business. For young people working in their first job, creating exceptional service experiences will be key to their success.

Specially designed for teachers, this course provides you with the knowledge and skills to effectively deliver OTEC's award-winning Service Excellence Workshop for High School Students.

SESSION DETAILS:

- Full-day workshop (6 hours)
- Instructor-led, virtual.
- Teachers receive a certificate and facilitator materials geared for students
- Delivered by certified, experienced trainers

DESIGNED FOR:

- Teachers seeking to help students build transferable skills through OTEC's Service Excellence Workshop for High School Students

THIS TRAINING PROVIDES THE FOUNDATION FOR TEACHING STUDENTS HOW TO:

- Understand the importance of Emotional Intelligence when communicating
- Learn how to recognize Moments of Truth during customers interactions
- Apply Service Excellence process in the workplace
- Practice the Service Recovery process for handling customer problems