

Service Excellence



Self-paced, online training. Accessible anytime, anywhere.

Ensure your team has the most up-to-date skills and knowledge to create exceptional experiences for your customers with OTEC's Service Excellence online training.

SESSION DETAILS:

- 90 minute self-paced eLearning course
- Dynamic, interactive format
- Participants receive a certification upon completion on the course
- Participants can replay sections to reinforce knowledge and learning
- User-friendly platform, accessible 24/7 on mobile and desktop

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.