



# Service Excellence

TRAINING COURSE FOR TEACHERS



Instructor-led. Virtual and in-person options.

**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.**

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## SESSION DETAILS:

- Full-day workshop (6 hours)
- Instructor-led, either in person or virtually
- Teachers receive a certificate and facilitator materials geared for students
- Delivered by certified, experienced trainers

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## DESIGNED FOR:

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

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## 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