



Service Excellence

Leading for Excellence program series

Service Excellence is a dynamic program designed to inspire service representatives and managers to see customers from a new perspective, as well as drive long-term customer loyalty and satisfaction. Following the program, your team will make high customer satisfaction levels a standard business practice and, ultimately, improve productivity and bottom-line results.

Three Phases to Service Excellence

Service Excellence is designed to create a customer culture of excellence organization-wide, from management to customer service representatives.

Incorporating three core phases, this program will enable your team to develop the right mindset and skills to achieve increases in customer loyalty and retention — and sustain high levels of customer satisfaction over the long term.

Phase 1: Mindset of Excellence - *Building a Customer Service Mindset*

We often confuse tools, programs and even systems with what we really need to offer our customers — a superior service experience. Every member of your customer service team will experience a transformational shift in thought and behavior, creating a new customer culture mindset across your organization. This new mindset will form a strong base on which to build effective customer service skills.

Phase 2: Strategies for Excellence - *Creating a Service Excellence Experience*

Your customer service team will learn the essential skills needed to identify customer needs and motivations, manage customer expectations, improve teamwork and address the most common customer challenges. By creating a new culture focused on customer service excellence and continual service improvements, you will start to drive increased customer satisfaction levels.

Phase 3: Sustaining Excellence - *Coaching for Customer Service Managers*

Once your customer service team has the right mindset and skills in place, you need to equip your customer service managers with the essential coaching and mentoring skills needed to sustain results over the long term. Your managers will gain a renewed focus and energy, enabling them to inspire their teams to achieve and sustain high levels of customer loyalty and retention.



Results you can expect from Eitan Sharir's *Service Excellence* program:

- Improved customer loyalty and retention.
- Higher customer satisfaction levels.
- Increased customer base.
- Higher levels of productivity and bottom line results.

With Dynamic Achievement Group, we are enhancing our culture of student care, one quality service experience at a time."

Jody Gordon
Associate VP, Student Services & Registration
Kwantlen University College





About the *Leading for Excellence* Program Series

The *Leading for Excellence* program series is an intensive series of corporate training programs proven to deliver unprecedented levels of performance, productivity and bottom-line returns. Align every employee with your organizational vision, inspire teams to work toward common goals of performance excellence, and sustain this excellence over the long term. Choose the *Leading for Excellence* program that will best move your organization forward:

- Culture of Excellence
- Leadership Excellence
- Sales Excellence
- Service Excellence
- Team Excellence

About Eitan Sharir and Dynamic Achievement Group

Eitan Sharir is a business advisor, corporate culture and leadership coach, accomplished keynote speaker and founder of Dynamic Achievement Group, an organization committed to corporate leadership excellence. Eitan holds a Bachelor of Commerce degree with a double major in business economics and economics, and a post-graduate commerce degree in general management and international marketing. He has also reached the Masters level in Neuro Linguistic Programming, specializing in training and core transformation.

For the past 15 years, Eitan has helped some of the world's leading organizations achieve profound results through his uniquely effective programs.

Sheraton • London Drugs • Coca-Cola • Interior Savings
Mercedes-Benz • Colgate-Palmolive • AVIS • Scotiabank
PCL • TELUS • Coast Hotels • Corix • Mainroad Group

Schedule a Complimentary Review Session Today

Schedule a complimentary one-on-one review session today to discuss your specific objectives and find out from Eitan what highly successful organizations are doing to maximize value from their training and development programs. Call 604-926-6465 or email eitan@eitansharir.com.

How is *Leading for Excellence* Different?

To succeed, your corporate training programs have to be about more than just learning performance skills:

- > The right mindset is required to properly prepare your teams to learn performance skills.
- > This mindset and skills learned need to be sustained to ensure employees don't revert back to old habits.

"We have seen a consistent increase in both ESS (Employee Satisfaction Survey) and the GSI (Guest Satisfaction Index). These increases mean more satisfied customers and a more fulfilled staff, which in turn means more profit for the company."

Laura Cockburn

Director of Human Resources

Vice President, TELUS Sourcing Solutions



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