



Culture of Excellence Speaking Series for Customer Service Teams

Does your service team have a customer culture mindset? Are high customer service levels a standard business practice? In this active and engaging session, service leaders and teams will be inspired to shift to a new mindset necessary to achieve a customer culture of excellence.

To achieve a Culture of Excellence organization-wide, individual teams need to focus on their specific goals of excellence. For service teams, this means more than skills and training. It means establishing a new customer culture mindset. In this dynamic keynote presentation, Eitan Sharir will inspire service managers and their teams to experience a fundamental shift in perspective toward achieving new ways of making high customer satisfaction levels a standard business practice.

Presentation Overview:

Current Trends and Challenges in Corporate Culture:

- What is a customer culture of excellence?
- How does a strong culture make service teams more resilient?
- What is the link between corporate culture and customer retention?

What is a Culture of Excellence?

- The key components of a Culture of Excellence for service teams.
- Creating the right service environment vs. changing employee behaviour.
- Teams, employees and leaders: How corporate culture impacts your service organization.

How can Service Leaders and their Teams Build a Resilient Culture of Excellence?

- The five steps to achieving a customer culture mindset.
- Three ways to make high customer satisfaction levels a standard business practice.
- The essential coaching and mentoring skills required to sustain success over the long term.

What you will Take Away:

In addition to a dynamic and engaging presentation, service teams will walk away with tangible insights and practical tools they can start using right away, including:

- Key insights into customer needs and motivations.
- How to create and sustain loyal and high profit customers.

Book your Keynote Session

Contact us at eitan@eitansharir.com or 604-926-6465 to book a dynamic session for your event.



"Your presentation was lively and engaging! You provided all of us with some tools we will immediately be able to put into action to enrich our own lives and to help us provide excellence in customer service."
Bentall Capital, Michael Pearce

Eitan Sharir's Presentations are:

- Customized to your conference, organization and audience type.
- Highly informative, pragmatic, and research based.
- Powerful, engaging and interactive.
- Inspiring and action-oriented.
- Tangible. Your audience will take away real tools they can implement the moment they return to work.

