

Culture of Service Excellence

If you don't create the right service experience, someone else will...

Organizations that consistently outperform their competition do so because they create a culture of service excellence that builds a strong, trusted brand and customer loyalty.

To create a culture of service excellence, you have to start with a collective mindset for excellence, followed by exceptional service skills. No amount of skills training will make the difference you are looking for without the right Mindset. Our Culture of Service Excellence program uses our unique three-phase process to guarantee the sustained service excellence results you want as well as the highest return on your investment.

KEY OUTCOMES

- A cohesive, committed and inspired customer service team
- A pro-active service team that anticipates customer needs
- Full engagement and attention when dealing with customers
- Consistent delivery of your 'Unique Superior Customer Experience'
- Better management of customer expectations
- Increased confidence and service excellence skills
- Enhanced skills to effectively deal with customer service challenges
- Service that goes above and beyond the customers' expectations
- Increased customer loyalty and satisfaction

KEY FOCUS AREAS

- How mindset impacts behaviour and customer service performance
- The 5 steps to creating customer service excellence
- How to improve teamwork and cooperation
- How to take ownership for the customer experience
- Creating a high-performance customer service team
- How to develop a differentiating and unique Service Philosophy and Values
- How to increase value for customers by understanding their real needs and desires
- How to consistently deliver "The Superior Service Experience" to customers
- How to create a service culture that is focused on continual service improvements and innovation
- How to effectively address customer service challenges
- How to increase customer retention and loyalty

TARGET AUDIENCE

This program is specifically designed for both new and experienced customer service professionals who are required to deliver your 'Unique Service Experience'.

PROGRAM DURATION

4 days (spread over 1-2 months in-class) or, blended learning (spread over 12 months).