

SERVICE EXCELLENCE



OTEC's flagship customer service workshop, Service Excellence, developed with the most up to date service theories, best practices, tools and is a must attend program for those wishing to achieve excellence in the delivery of customer service. This dynamic, interactive and engaging one day workshop has been designed to prepare individuals with the skills and tools to create memorable service experiences resulting in customer loyalty and successful customer centric organizations.

OBJECTIVE

- To develop awareness about the importance of service and to create service skills for the delivery of consistent and excellent customer service

WHO SHOULD ATTEND

- Front-line employees
- Supervisors
- Managers

SESSION DETAILS

- One full day session
- Between 10-25 participants
- Interactive format
- Take-away resource guide

BENEFITS TO BUSINESS

- Helps create a consistent service standard and culture within the company
- Provides employees with behaviour guidelines, standards, and service processes to build customer loyalty

PROGRAM AT A GLANCE

“Moments of Truth”

Understand the importance of creating and maximizing memorable “Moments of Truth” experiences in various customer interactions.

First Impressions

Explore how positive and negative first impressions impact the service experience and how to ensure a consistent and effective first impression.

Building Customer Loyalty

Reinforce the importance of customer loyalty to business success and the essential role of the service provider in creating loyalty.

Service Excellence Essentials

Participate in a customer service self assessment and learn the behaviours that are essential for service excellence.

Communication Excellence

Learn about the communication process and the importance of applying it when determining customer needs and expectations.

The Service Process

Practice the 5-step service process for providing consistent and excellent customer service.

Overcoming Service Challenges

Understand the 3 types of concerned customers and learn the 5-step service recovery process to achieve successful service interactions and create “Service Excellence” at all times.