

CUSTOMER SERVICE CULTURE

Energize your managers to create an environment that works for your customers and your organization. Managers set the stage for customer service excellence. This course builds on Customer Service Attitude and defines a comprehensive training process that provides the infrastructure for an excellent service culture.

This is a 6-hour interactive course for those in your organization's leadership positions. The many individual and team activities will stimulate interest and reinforce key concepts that students can apply right away.

COURSE OBJECTIVES

Upon completion, participants will be better prepared to:

- Generate a spirit of excellence
- Lead by example
- Develop people and build trust
- Build feedback systems
- Design measures for service areas that are important to customers
- Build measurement into organizational and staff performance
- Make measurement fun and motivating for everyone
- Develop service standards and build them into jobs
- Energize staff to delight customers through effective recognition

COURSE OUTLINE

1. Overview
2. Inspire people by leading a spirit of excellence
3. Manage feedback and communication
4. Measure service
5. Recognize excellence
6. Action Plan