



“GOING THE EXTRA MILE”

A Customer Service Awareness Program

Heighten employee awareness relative to their internal & external customer service skills. Through a series of 5 - 3 hour workshops, we offer consistency in the message that makes exceptional customer service a habit for all employees.

WORKSHOP #1 – “YOU MAKE THE DIFFERENCE”

- “Going the extra mile”...What it means to you.
- Let’s start at the top...a checkup from the neck up.
- First Impressions Happen Fast9 seconds 4 minutes.
- Meeting the 4 basic human needs...how are you doing?
- Values and customer service go hand in hand.

WORKSHOP #2 – “CREATING INTERNAL PARTNERSHIPS”

- Defining who my customers are & how I will meet their needs.
- Motivating me and my team.
- Recognizing “hat’s off” performance.
- Building empathetic team spirit.

WORKSHOP #3 – “CREATING DELIGHTED CUSTOMERS”

- Listening like I will report back.
- Communicating with care and concern.
- We want more customers...just like you!
- Customer delight...It’s a win/win.
- Seven stages of customer loyalty.

WORKSHOP #4 – “SATISFYING DISSATISFIED CUSTOMERS”

- Eliminate “Heroic Events”...make everyone a hero.
- “Problem? Great, that’s why I’m here”.
- Defusing anger & moving forward.
- Telephone skills that WOW your customers.

WORKSHOP #5 – “THE VALUE OF EFFECTIVE TIME MANAGEMENT”

- Maximizing the value of your time.
- Scheduling time to further develop your business.
- Perfecting your overall time management skills.

* A Time Management Assessment Workbook is utilized with this program.