

## **Advanced Customer Service: Level 2: 5-Day Course**

### **Super Service For Leaders - Day 1**

#### **Overview**

This course equips senior leaders with the skills necessary to help their team deliver consistent super service at every customer ‘touch-point’. It addresses the requirement to create, manage and maintain a productive, customer-focused climate.

The key to providing excellence in customer service is practice, and as with all our courses, senior leaders are encouraged to use real life examples, from their place of work to experience how small changes and additional skills can greatly improve the quality of customer service their team provide.

Leaders who have participated in this course say they return to work motivated and confident to make a positive impact with their team.

#### **Pre-Course Activity**

Senior leaders will receive an activity to complete which asks them to consider current customer service challenges. This will help set the context of the course and will be used to introduce concepts of the days.

#### **Objectives**

By the end of this course you will be able to:

- Understand and develop Super Service customer-focused culture within your team
- Identify strategies and key skills to achieve higher standards and ‘right first time’ customer service
- Overcome communication barriers between individuals, team members and customers
- Resolve service breakdown with successful core competencies
- Inspire commitment to deliver a superior standard of customer service everyday no matter what the situation.

#### **The Content**

1. Socialize OIT Customer Service philosophy:
  - Understand you, your team and individual impact on customer service
  - The right attitude – How thoughts and beliefs impact service
  - Self assess customer service style
2. Understanding Customer Expectations (Internal and external):
  - Uncover individual, teams and customers needs and expectations
    - Rational and emotional
  - Review customer touch-points created by staff
  - Define new or renewed criterions of Super Service
  - Support teams with their Customer Experience Map
3. The Seven Keys To Super Service - Customer-centric Focus:

- Create a Super Service environment where excellence and success come first
4. Effective Communication
    - Create team emotional intelligence and performance
    - Focus on behaviors not personalities
    - Use the BEST process for critical conversations
  5. Set service recovery standards
  6. Inspire Commitments
    - Provide support and recognition

### **Materials**

Senior leaders will take away a workbook and a few templates that will help them assess their teams and individual team members.

### **Upon Completion**

A post training evaluation and course questionnaire will be administered. Within three business days a certificate of completion will be emailed to POC or participant.