workshop outline

effective

WHO & WHY ?



Customer Service Excellence: Bottom Up

For anyone that wants to provide excellent customer service and wishes to start with individual responsibility for making a positive difference, leading to a more strategic view of comprehensive customer service across the organisation as a whole.

Outcomes



Staff recognise the importance of high quality customer service



Front line staff are more confident and competent in such delivery, taking ownership for the level of service they provide

Customer satisfaction is at a high level and/or improving

You model excellent customer service – for internal as well as external customers

Content

- MADness & Moments of Truth
- Just how good can you be?
- The Customer Service Triangle
- The Customer Service Grid
- Putting it into practice: case work

Learning Approaches



core learning input



brainstorm



tools & templates



paired & group activities



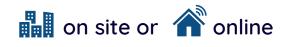
your ideas & suggestions



learning recap quiz



'real life' case work



Important and insightful ideas I can put into practice straight away.

- private nursing provider, Manchester