



OPERATIONAL LEADERSHIP: supervisory

INSTILLING CUSTOMER SERVICE VALUES

Delivering exceptional customer service only happens within a context of the culture that understands and is committed to customer service values. Instilling Customer Service Values trains managers in customer relation skills and in the philosophy of service focusing on three essential elements: consultation, adaption, and mobilization. In addition, this class equips participants to instill customer service values within their teams to ensure outstanding performance.

Objectives:

By the end of this workshop, participants will be able to:

- Understand the nature and value of customer service
- Understand why creating an employee-focused workplace enables better customer service
- Understand various ways to equip employees for extraordinary customer service

