

Excellence in Service: Advanced

1 day

Description

This ILT Series course builds on the skills taught in the Excellence in Service: Basic course. In the Advanced course, students will learn how to determine what customers want, and evaluate the service provided. Students will also learn how to create, implement, and monitor service standards. Course activities also cover conducting interviews, training and empowering employees, and recognizing desirable behavior. Finally students learn how to create a customer service climate and foster customer loyalty.

Prerequisites

- *Excellence in Service: Basic*

Course Outline

Unit 1: Service standards

Topic A: Fundamentals of service standards
Topic B: Monitoring service standards
Topic C: Management and service standards

Unit 2: Service teams

Topic A: Teams as a service solution
Topic B: Employee selection
Topic C: Team training and empowerment
Topic D: Motivation

Unit 3: Customer loyalty

Topic A: Understanding your customers
Topic B: Customer loyalty development
Topic C: Employee loyalty and influence
Topic D: Memorable service