

Your to DYNAMIC DELIVERY

IN CUSTOMER SERVICES TRAINING

TRAINING DIMENSION: Exceeding Expectations with Service Excellence

SUITABLE FOR: All hourly employees, front level supervisors, Lead staff who responsible for Customer Services

WORKSHOP FOCUS:

To introduce all staff to the importance of service and their role in projecting a positive attitude towards their Internal Customers (Fellow Employees), External Customers (The paying customer or guest and the establishment they represent). Focus will highlight the importance of giving a positive "First Impression" to clients and extending professionalism in their overall presentation to clients and to the public.

Additional emphasis is on demonstrating the need for consistent maintenance of maximum customer service delivery, maintenance and management. Participants will recognize and apply principles that will enhance the environment of the customer service experiences in the areas they serve, with awareness of the importance of EDA to the overall economic development of the Virgin Islands.

Full Day Session (6-8 hrs.)

LEARNING OBJECTIVES:

- Identify and define true meaning of "Customer Service".
- Recognize and demonstrate the value & influence of having a positive attitude as a service provider
- Review the differences and similarities of the Internal Customer vs. the External Customer
- Emphasize importance of understanding and anticipating customers' expectations
- Introduce the customers' service skills of listening, communicating and empathizing
- Recognize how each customers' satisfaction affects the success of the company and the Virgin Islands.
- Describe/demonstrate turning good service into excellent Customer Service
- Explain how the First Impression is a lasting impression of what the customer sees for us as a territory in the Virgin Islands and the Caribbean
- Highlight the 10 behavioral customer service standards expectations
- Recognize the importance of making consistent professional presentations in communications with clients/customers/guests
- Demonstrate ability to put the customers first and make them feel special
- Understand exhibit the importance of the organization to the overall perception of customers
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