

service is a way of life

service excellence

"As far as customers are concerned you are the company. This is not a burden, but the core of your job. You hold in your hands the power to keep customers coming back – perhaps even to make or break the company."

Service professionals, whether in front-end or, back-end, must excel in their jobs to ensure that the power to serve is used to the continued business advantage.



Objectives

Service orientation is business orientation

Create lasting impressions with your customer

Who should attend?

Operative level, Middle level

What is the duration?

1 day, 2 days, 3 days, 3 ½ days

[choose duration](#)

Interaction language

English, Hindi/ English

Methodology

Multimedia Presentation

Lecture

Facilitated Discussion

Group exercise

Individual exercise

Study material

Anecdotes

Role plays

Inventory

Games

Q & A

Contents

Understand your role

Understand customer expectations

Give the customer that they want and in a manner that delights them

Ensure that system compliance helps the customer cause

Long term customer relationships are important for business,

Treat customer complaints as opportunities to improve our system & customer relationship

Continual improvement & personalised attention delights the customer

Take Away

On attending this training workshop, the service professionals will be able to view their jobs in a different light and will also understand that they are the most important part of the customer satisfaction chain.

To benefit from this training workshop as an organization or, an individual or, a group, please [contact us](#).

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