

Course Overview



Putting your internal and external customers at the heart of your business will create a true service culture. In this final module, we will look at:

1. Service Culture, why and how?
2. The Barriers of Customer Centricity
3. Nurturing Service Culture
4. Leading the way

The hive behaves like a miniature but incredibly successful business; it is an inspirational, ever-present reminder of the natural possibilities of organisational excellence where the queen bee raises the standards, *promoting a positive culture with a strong leadership, knowing that each individual makes its own contribution to the Hive and to the higher mission of the Hive.*

At the end of this module, I want you to be empowered and remind you that, your customers are the lifeline of your business, without your employees and your customers you have NO business.

Time:

Presentation and PowerPoint 30 mins

Exercise 1 hour

Downloadable Templates:

- Full slides
- Why you do what you?