

# Course Overview



Incorporating a customer service strategy into your day to day running will make exceptional customer service the norm in your business. In this module, I will be showing how to:

- Understand your customer touch points
- Develop your own customer service style
- Build a healthy and fun working environment

Bees have an incredible ethical conduct, they have clear standards that regulate their behaviour and keep their mission on track. Their shared values are instilled through frequent messages as well as the demonstrable behaviours of higher level bees.

***When you have finished this module, you will be able to develop simple, clear and effective systems which are crucial for your businesses to deliver good customer service consistently.***

## **Time:**

Presentation and PowerPoint 25 mins

Exercises 4 hours

## **Downloadable Templates:**

- Full slides
- A retailer journey template
- Touch point flow chart template
- KISS exercise