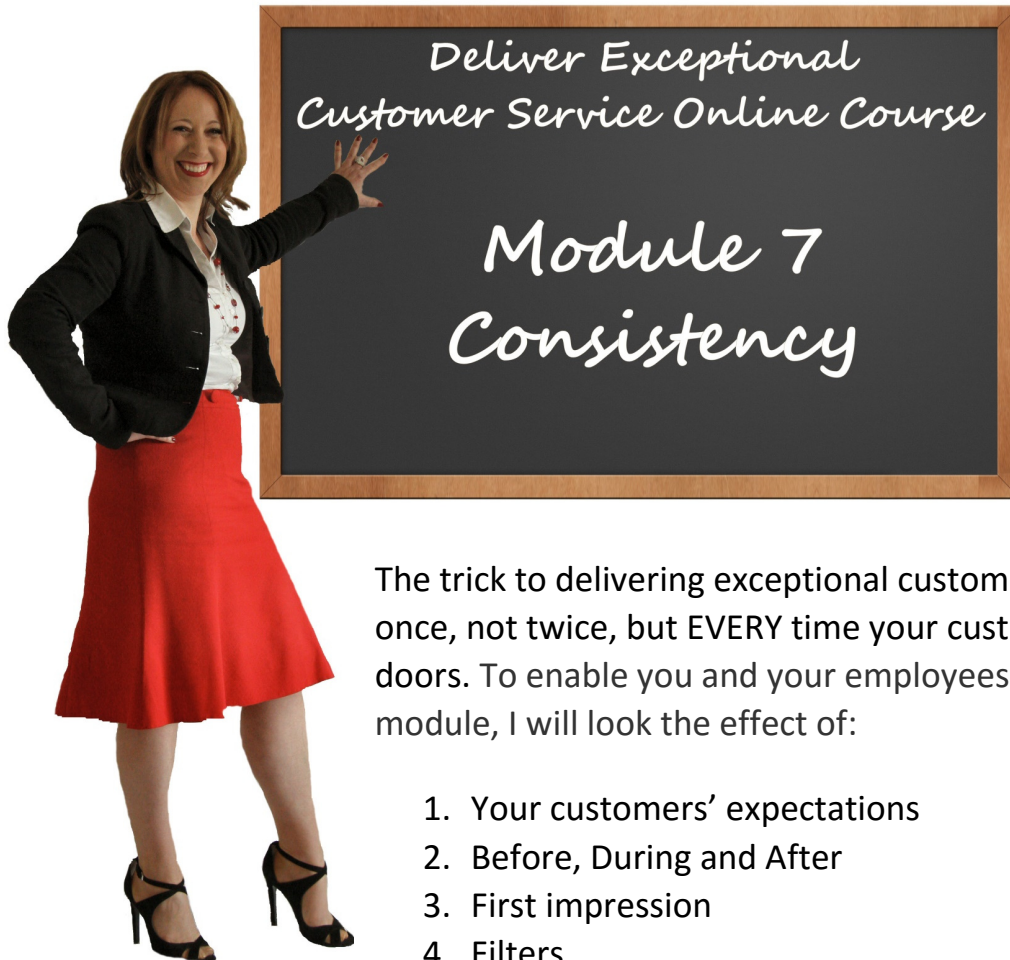


Course Overview



The trick to delivering exceptional customer service is to do it, not once, not twice, but EVERY time your customers walk through your doors. To enable you and your employees to do this, in this module, I will look the effect of:

1. Your customers' expectations
2. Before, During and After
3. First impression
4. Filters
5. Exceeding Customers' expectations

The colony is constantly monitoring how it is performing and what it must do to improve.

At the end of this module, you will be able to translate your brand promise into action and maintain consistent delivery of the brand experience.

Time:

Presentation and PowerPoint 30 mins

Exercises 2 hours

Downloadable Templates:

- Full slides
- It's party time exercise
- Exceeding expectations exercise