

Course Overview



Giving your customers exceptional customer service consistently, will result in them buying more from you, returning to you, and recommending you. This means your customers will start doing your advertising for you! In this module, you will learn how to increase loyalty with:

- Your internal customers
- Your external customers

In the Beehive everyone trusts each other, everyone has their role to play and they rely on each other to complete their jobs in the right order and the right time for the higher mission of the colony.

At the end of this module, you will know and use to your advantage, that when we are surrounded by people who believe what we believe, and when trust emerges then, magic happens!

Time:

Presentation and PowerPoint 30 mins

Exercises 2 hours

Downloadable Templates:

- Full slides
- Strategic reward system exercise
- Customer Loyalty Programme ideas