

SERVICE PERFORMANCE

Introduction

As customers, service is something we all expect and usually take for granted. Customers expect more today than ever before. **Service Performance** is a powerful program designed to strengthen your teams' commitment and responsibility to achieve one of the important goals of your organization, customer satisfaction. Learning how to exceed the expectations of internal and external customers is the primary goal of this program.

Objectives

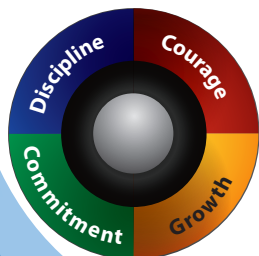
It is vital to understand the importance of excellent customer service and its impact on the growth of your organization. It is also essential to understand the specific needs of your staff and customers, using effective communication techniques such as active listening and positive feedback. Understanding the chain of service and discovering ways to improve each stage of the process is also important. These skills must be developed in for your organization to be successful.

Why this matters?

This program will have an impact on everyone that provides service to internal and external customers. Ideally, the program is introduced at the top of the organization so the ideas and strategies learned will be encouraged and reinforced throughout your teams to achieve your strategic goals.

Engaged Employees

Internal customers will feel better about their career, their organization and themselves. Morale will increase, leading to improved customer satisfaction. The results will be repeat business, loyal customers, happier staff and free word-of-mouth advertising.



Service Preferences Matter

We identify people's service style using our **DYNAMIX**[®] profile. Leaders use this profile as a coaching tool to help people to improve their performance.

"Exceed your clients' expectations and give better service faster."

THE CHALLENGE

How can we be sure we clearly understand and exceed our customers' specific expectations?

How can we handle complaints courteously and confidently so that dissatisfied customers will continue to be loyal clients?

How important is customer service?

In what way is it related to the growth of the organization?

THE BENEFITS

➔ Satisfied customers become loyal repeat clients who feel you are taking the extra service step in order to exceed their expectations.

- Adjust attitudes to become even more positive.
- Turn negative situations into positive experiences.
- Manage angry customers.
- Uncover customer needs.
- Encourage customer feedback.
- Exceed customer expectations.
- Take the extra service step.
- Make each customer interaction special and unique.
- Take responsibility for service initiatives.

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