

CREATING A CUSTOMER SERVICE ENVIRONMENT

OBJECTIVE

This module is about how to create the environment and systems that will encourage, reward and allow Sensational Customer Service to flourish.

TARGET CUSTOMER

All staff. The Sensational Service Module is a pre-requisite.

LEARNING OUTCOMES

- Participants will work through a gap analysis process to develop the strategies required for a Sensational Service Environment. By involving all staff in this process, the ownership which is critical to the success of such an environment will be far greater.
- Participants will work through the environmental factors that hinder their service, and how to counter these.
- They will develop measurement and reward systems that promote Sensational Service.
- Participants will establish the requirements for performance agreements around their accepted service criteria.
- Participants will understand the importance of role modelling the expected service levels in their dealings with other staff, management and subordinates, and commit to systems that measure and create consequences for their behaviours in this regard (including 360 degree performance appraisal).

WORKSHOP OUTLINE

- Ensuring Ownership of a Service Environment by the team
- Removing the Environmental Factors that hinder Service
- What gets measured gets done - How to monitor Service Standards
- Reward systems that promote Sensational Service
- Performance Agreements
- The importance of Role Modelling Service expectations
- Staff as customers - Expectations of the Service Leadership model

DURATION

Four (4) hours