

Super Service

Overview

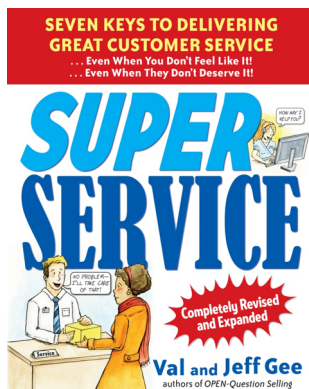
Our flagship course has been generating an enthusiastic, open and willing attitude resulting in a culture of excellence within organizations worldwide. Based on our book published by McGraw-Hill in 1991, Super Service has been translated into four languages and is now in its 2nd edition. This course provides the tools, skills and competencies for every employee to provide excellent customer service to both internal and external customers. Time after time, Super Service improves not only customer loyalty and sales; it decreases employee absenteeism and attrition rates. Increase your bottom line with high levels of employee commitment.

Objectives

- Work collaboratively with both internal and external customers
- Proactively handle, monitor and resolve customer issues with a sense of urgency
- Learn listening techniques that probe, clarify and confirm customer needs
- Handle difficult customers positively
- Create consistent win-win experiences
- Be your personal best, even on Monday

Who Should Attend

This course creates a culture of excellence companywide which is why we recommend it for everyone. From top down, providing outstanding service both internally & externally is priceless.



Profitable Loyal's

Super Service is a proven system that enables people from diverse backgrounds and competencies to work together as a collaborative team. It builds communication between silo's and creates a 'will do' attitude that allows people to work at their optimal level. With Super Service as the criterion, people communicate effectively, projects flow, and productivity increases.

When a company operates from a Super Service perspective, they build a culture of optimism, resilience and integrity. People learn how to take responsibility, and when necessary manage the self through change. It has a positive impact on every employee at every level of the company. The end result is profitable loyals, both internal and external. It also provides:

- **Increased Sales:** Turn your team into a profit machine by building strong win-win relationships with customers.
- **Increased Customer Loyalty:** Be your industry's provider of choice and increase your company's market share
- **Increased Employee Loyalty:** Attract and keep top talent in a corporate climate where success is everyone's responsibility.

