

Service Essentials for Managers

1 Day

As a manager, you play a crucial role in the delivery of Tower's customer service. This course takes you beyond the theory of quality service. It shows you how to change the behaviours of your team, so that service excellence is reflected in everything they do. You'll start by identifying what your team currently does well and what needs to change. Then you'll master key tools to use with your team in order to build better service systems.

What you'll learn to do in this course

You'll come out of this session with powerful tools for building service excellence. We'll bring theory to life and tell you how to succeed. A range of practical tips will be presented to you. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Act as a service delivery role model to your team
- Assess the strengths and weaknesses of your team's service delivery
- Create a plan to build the service skills of your team
- Use team problem-solving tools to gain team buy-in to service improvement

Topics you'll cover

- What makes quality service?
- Your role, as manager, in service delivery
- Creating a plan for change
- Being a great role model
- Identifying the team's customers
- Setting service standards
- Tools for team problem-solving

“think
learn?
succeed”

“Smart training for clever people”

What others have said about the course...

“Brilliant... Proof that you don't need a constant PowerPoint presentation for a session to be dynamic.”

“I thoroughly enjoyed the course. The presenter was very dynamic and brought a lot of energy to the class. I feel I am better equipped to communicate effectively.”

“Excellent speaker, interesting topic and lots of involvement and fun.”



Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at
www.thinklearnsucceed.com.au