

CUSTOMER SERVICE FOR LEADERS

"Customer service is the life blood of any business and good customer service is all about bringing customers back"

- Max Depree

Introduction

To compete successfully in today's challenging business climate and survive in the long term, organizations need to create customer loyalty by providing remarkable and outstanding service. But that level of service doesn't just happen; it's the result of effective customer service leadership.

Objective

- To demonstrate exemplary customer service leadership and manage world-class service delivery
- Develop a compelling service vision
- Manage service delivery systems
- Understand service managers' function as a role model, trust builder and story teller

Methodology

The workshop will be delivered in focused modules with lots of exercises and practice opportunities. Structured learning will be employed during the workshop and will include, but not be limited to Instructor led sessions, Role Plays, Games, Tests & Quizzes and Action plan for participants to work on strategizing customer focus.

Duration

16 hours

Batch size

Maximum 16 participants

Program Profile

Customer Service for Leaders is a workshop that enables the participants to relate **quality service to business excellence, key concepts for solving the people puzzle** including principles for picking strong service employees. The program also emphasis on **mentoring others by demonstrating excellent customer service leadership** and **keeping employees at the top of their game by recognizing, rewarding and celebrating success.**

The hands-on workshop guides the participants through proven approaches for **excellent customer service leadership** and **practical tools** as well as tips and techniques one can use to have a real impact on an organization's bottom line

