

HIGH SCHOOLS

Excellent and consistent customer service is the cornerstone of any successful business. This newly upgraded full-day workshop empowers students to build client loyalty, create positive impressions, and contribute to a workplace service culture.

Learning Outcomes

By the end of the course, students will be able to:

1. Compare diverse views of exceptional customer service.
2. Recognize moments of truth within the organization.
3. Identify first impressions and describe the impact.
4. Describe service excellence behaviour guidelines.
5. Understand the communication process.
6. Use active listening and powerful questions to provide exceptional service.
7. Demonstrate the service process.
8. Recognize the importance of emotional intelligence in customer service.
9. Demonstrate the service recovery process.
10. Set an action plan for providing exceptional customer service.

Program Resources

- Participant guide
- Service and service recovery process wallet cards



“It honestly exceeded my expectations.”

- Dufferin Peel Catholic District School Board

Contact us for more information!

For further information about integrating the Service Excellence workshop within your curriculum, please contact OTEC Client Services at:

clientservices@otec.org
or **(416) 622-1975**

Module Outline: Service Excellence for High Schools



OUTCOME	MODULE	CONTENT
	Introduction and Overview	Workshop objectives and agenda
1	Customer Experience	Warm up - reflecting on customer service Organization versus customer Customer centric model Unconscious bias
2	Moments of Truth	Moments of Truth First impressions
3	Service Behaviour Guidelines	3 Pros of behaviour Behaviour guidelines
4	Communication	Communication process Effective communication Etiquette guidelines Active listening and powerful questions
5	Service Process	GALAT
6	Emotional Intelligence	Emotional intelligence (EI) EI assessment Reflecting on EI
7	Service Recovery Process	Importance of service recovery Service recovery process When to walk away
8	Own the Moment & Conclusion	Quiz Action plan Evaluations and wrap-up

Evaluation & Recognition

- Students complete in-class review quiz
- Each student who is successful in the course will receive a Certificate of Completion



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