

**NEW!**

# SERVICE SMARTS

Intelligence for Service Success

## OBJECTIVE

- To develop exceptional service skills and delivery by better understanding customer perspectives and service expectations.

## WHO SHOULD ATTEND

- Front-Line Service Providers
- Internal Service Support Teams
- Supervisors
- Managers

## SESSION DETAILS

- One half-day session
- Between 10 – 25 participants
- Interactive format
- Take-away resource guide

## BENEFITS TO BUSINESS

- Provides service guidelines and practical solutions to deliver successful service interactions to internal and external customers at all touch points.
- Improves relationships and loyalty through the use of emotional intelligence and professionalism in diverse service situations.

This new half-day workshop utilizes the latest methodologies and service techniques to prepare individuals with the skills and thought processes to create memorable service experiences. Engaging and interactive, this progressive workshop combines dynamic learning formats including videos, games, exercises and real life simulations. Utilizing emotional intelligence, service professionals will leave the workshop with the tools and skills to become service concierges.

## PROGRAM AT A GLANCE

### Defining the Service Experience Through the Customer's Eyes

Understand the importance of creating and maximizing the customer experience by utilizing the customer's perceptions and interactions at every point of contact.

### The Concierge Approach for Lasting Impressions

Explore how using a "concierge" approach to delivering service can exceed customer expectations and create lasting and positive impressions.

### Communication Components, Complications, and Connecting

Learn how different communication styles can impact the achievement of successful outcomes when determining and responding to customers' needs and expectations.

### Empathy and Emotional Intelligence for Service Situations

Learn methodologies for ensuring your customers feel heard and validated and that your focus is on providing exceptional experience to meet their needs.

### Diffusing Emotional Service Challenges

Apply the practices of communication, empathy and emotional intelligence to diffuse an emotional customer interaction and to ultimately create a positive service experience outcome.

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