

FOOD COURT AMBASSADOR PROGRAM

OBJECTIVE

- To create awareness about the importance of customer service and to develop essential service skills for the delivery of consistent and excellent customer service

WHO SHOULD ATTEND

- Front line employees
- Supervisors
- Managers

SESSION DETAILS

- Half day session - 3.5 hrs
- Between 10-25 participants
- Interactive format
- Take-away resource guide, job-aid and certificate of recognition

BENEFITS TO BUSINESS

- Helps create a consistent service standard within the food court environment
- To provide service professionals with guidelines, processes and tools to increase their level of customer service and become customer-centric

PROGRAM AT A GLANCE

“Moments of Truth”

Understand the importance of creating and maximizing memorable “Moments of Truth” experiences in various customer interactions within the food court environment.

First Impressions

Explore how positive and negative first impressions impact the service experience and how to ensure a consistent and effective first impression.

Service Excellence Essentials

Participate in a customer service self assessment and learn the behaviours that are essential for service excellence.

Communication Excellence

Learn about the communication process and the importance of applying it when determining customer needs and expectations.

The Service Process

Practice the 5-step service process for providing consistent and excellent customer service within the food court environment.