

SERVICE EXCELLENCE IN COVID

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serviceexcellence

THE WORLD IS CHANGING RAPIDLY. AS A CUSTOMER SERVICE PROVIDER, YOU PLAY A CRITICAL ROLE IN REIGNITING CONSUMER CONFIDENCE AT THIS CRITICAL TIME IN HISTORY. WHERE DO YOU BEGIN TO KNOW HOW TO ACHIEVE THIS?

OTEC'S NEW SERVICE EXCELLENCE IN COVID COURSE WAS DESIGNED TO HELP YOU UNDERSTAND HOW TO DELIVER EXCEPTIONAL SERVICE WITHIN THE "NOW NORMAL" WORLD. BUILDING ON THE LEARNING FROM SERVICE EXCELLENCE, THIS PROGRAM WILL EQUIP YOU WITH ADDITIONAL TOOLS AND RESOURCES TO CONFIDENTLY CREATE MEMORABLE SERVICE EXPERIENCES FOR YOUR CUSTOMERS WITHIN OUR NEW REALITY.

WHO SHOULD ATTEND

- Managers
- Supervisors
- Employees

SESSION DETAILS

- Supplemental course to Service Excellence
- 60–90 minute e-learning course

COURSE COMPONENTS

- Understanding the Coronavirus
- Keeping Customers Safe
- Customer Service during the COVID-19 pandemic
- Using Your Emotional Intelligence
- Moments of Truth and Memorable Experiences
- Service Behaviour Guidelines
- Communication with Physical Barriers
- Service Process Revisited
- Own the Moment

CONTACT US TODAY TO LEARN MORE

OTEC OFFICE & LEARNING CENTRE 21 Four Seasons Place, Suite 300
Toronto ON, M9B 6J8 | p. (416) 622.1975 | t.f (800) 557.6832 | e. info@otec.org
www.otec.org

