

# World Class Service Quality

Moving your culture to one that is driven by delivering world class service quality calls for new behaviours, systems and skills. What is it that sets some companies apart from the rest? On one level it is about creating and sustaining the right strategies, developing a vision for your business and measuring the real costs and opportunities of service quality. On another level it is about practical ways to inspire your people, reward the right behaviours and encourage ownership.

Based on 30 years of experience in all aspects of company cultures, TMI offers a range of tailored programs designed to assist organisations create service culture excellence and achieve true customer loyalty.

Once an organisation has built a great 'Service Culture' they are on the road to strong customer acquisition, retention and ultimately superior business performance.



## Typical Content

- The business case for service
- Challenging systems, processes and procedures
- The influence of leadership behaviour on a service quality culture
- Building a recognition culture
- Practical service tools to turn intention into action
- Measuring the 'hard' and 'soft' aspects of service
- Service guarantees
- Developing and sustaining a culture in which service quality can flourish

## Program Outcomes

These workshops are designed to:

- Define an organisational ethos that builds and sustains world class service quality
- Explore the attributes of the customer experience
- Ensure that individuals have the knowledge, tools, capabilities, discretion and attitude necessary to meet the customers needs
- Empower people within the organisation to take responsibility for the service experience
- Build an understanding of how internal reaction impacts on the customer reaction
- Provide people with the awareness and skills to effectively deal with customer interactions of all types

## Who should attend?

- Managers, team and project leaders, and customer facing staff - everybody concerned with service quality in your organisation.

## Program Duration

The duration will be determined by the specific content of the particular learning intervention.