



Best Practices in Customer Service: Learning from the Best

Duration: One day

Time: 9am – 4pm

For: Service Providers, Supervisors, and Managers

PROGRAM OBJECTIVES

At the end of the workshop, participants will be able to identify best practices that they could apply at the workplace.

METHODOLOGY

Workshop consists of lecture/discussions, visual aids, individual and group activities.

Content Domain

The theatrical dimensions of service:

- ◆ The service theatre model.

Winning customers through service excellence:

- ◆ The three tiers of a winning service organization.
- ◆ Case studies of best practice companies.

What separates best practice companies?

Why does it make sense for all companies to embrace service excellence?

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