



The Eight How's of Delivering Service

Duration: One day

Time: 9am – 4pm

For: Service Providers

PROGRAM OBJECTIVES

To enhance the professionalism of service providers by focusing on the 8 “Hows” of customer service.

METHODOLOGY

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

Content Domain

The Eight “How’s” of Service Quality:

1. **How** well you listen
2. **How** well you understand.
3. **How** well you respond to each other
4. **How** well you handle face-to-face contact
5. **How** you use the phone
6. **How** you put your words on paper
7. **How** you anticipate a customer’s need
8. **How** you thank them for doing business with you

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