



The Role of Leader's and Followers in Promoting and Maintaining the Service Culture

Duration: One day

Time: 9am – 4pm

For: Management and Non-Management

PROGRAM OBJECTIVES

The major objective of this workshop is to sensitize management and non-management staff to the importance of their role and responsibilities in ensuring that the **whole** team contributes to the promotion and maintenance of the service culture at the organization. A unified team is the only way a company will continue to deliver, meet and exceed the expectations of its customers every time.

METHODOLOGY

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

CONTENT DOMAIN

Three Components of Strategic Success

- Customer Strategy
- Competitive Strategy
- Employee Strategy

Customer Relationship Management

Strategies for Promoting and Maintaining your Organization's Service Culture

Managing and Supervising the Service Function at your Organization

Tel: 876-754-3263

csaj@cwjamaica.com

www.csajonline.com