



## How to Write Service Standards for Job Positions

Duration: Two day

Time: 9am – 4pm

For: Managers and Supervisors

### PROGRAM OBJECTIVES

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At the end of this workshop, participants will have understood the critical importance of service standards to service quality at their organization, and will have developed service standards for several critical job positions at their organization.

### METHODOLOGY

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

### Content Domain

- Customer service as a competitive edge
- The definition and purpose of service standards.
- Criteria for effective service standards.
- The four-step approach to writing service standards.
- Practice sessions in writing service standards
- Eight steps to implementing service standards.
- Service Level Agreements (SLAs).
- Developing customer satisfaction standards for different categories of staff example-
  - Telephone Operator/Receptionist
  - Customer Service
  - Bearer Service
  - Human Resources
  - Marketing
  - Public Relations
  - Accounts
  - Secretaries

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