



## **The Supervision of Customer Service in an Organization**

Duration: One day

Time: 9am – 4pm

For: Supervisors and Senior Service Personnel

### **PROGRAM OBJECTIVES**

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At the end of the day participants will go back to the workplace with the knowledge, skills and attitude required to successfully supervise the service function

### **METHODOLOGY**

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

### **Content Domain**

The principles of service excellence

Understanding service

Creating customer loyalty at your organization

The basic underlying beliefs of excellent companies

Supervising the service function at the organization

The supervisor as leader

Exercising role modeling behavior at the workplace

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