



# *the* Building Blocks of Service Excellence™

## Make remarkable service your standard practice

### BUSINESS ISSUE

How do you guarantee that each customer (internal and external) receives excellent customer service every time? Impossible? Not if there is a common vision and consistent approach to delivering service across the organization. Once you unite everyone in their commitment to service excellence and equip them with the tools and skills to provide it, a natural momentum is created. It begins within the company—as people recognize that they are all customers and suppliers to each other—and flows outward to your paying customers. Building Blocks of Service Excellence initiates this critical momentum and provides a practical route map for driving it forward—toward customer service mania!

### LEARNING OUTCOMES

You will learn to:

- Easily apply a powerful, multipurpose, service tool as: pre-planning analytic, route map and diagnostic
- Be accountable for each service interaction, from needs analysis (uncover the real need) to delivery
- Communicate clearly—listen, respond, adjust and confirm—to understand and be understood
- Achieve positive results every time—even challenging interactions are opportunities to increase customer loyalty
- Consider all service options and make decisions based on expertise and customer knowledge
- Focus on long-term business relationships, not isolated interactions

### THE LEARNER EXPERIENCE

Is your team ready for a customer service breakthrough? Two days in length and experiential in design, Building Blocks of Service Excellence tackles the customer service challenge from a variety of angles and through various media. As a holistic approach to the service experience—from establishing a receptive mindset and exploring interaction mechanics, skills and techniques, to building long-term relationships—there is no better model. Full engagement is guaranteed with a stimulating array of case studies, experiential exercises and group discussions, and the impact of the learning is engrained with real-world application, practiced in our risk-free, learning environment. Ultimately, you will come away with immediately applicable strategies and tools—multifunctional, customer service, building blocks—that are the foundation for service excellence. Increased customer loyalty, satisfaction, sales and word-of-mouth advertising are just a few of the tangible results you'll achieve.

#### 2-DAY PROGRAM

SUITABLE FOR CROSS-FUNCTIONAL AND INTERDEPENDENT TEAMS

MODULAR DESIGN CAN BE CUSTOMIZED

OPTION OF 'EAGLE'S FLIGHT FACILITATES' OR 'YOU FACILITATE'



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