

PETER NG TRAINING CONSULTANCY

Asia Pacific Distributor for SERVICE QUALITY INSTITUTE, USA



FEELINGS – Service: An Everyday Passion

A 2-Day Program on Improving Service Standards & Attitude for Greater Business Sustainability

“It is the willingness of people to give of themselves over and above the demands of the job that distinguished the great from the merely adequate organization.”

Peter Drucker

It is not enough to simply promise customer satisfaction. To succeed in today's fiercely competitive, consumer-driven economy, every organization must actively embrace and profitably act to provide a concrete game plan for delivering optimal value to our customers – through our approach, service, and communication with them.

Customer Satisfaction! Today everyone is talking about it – customers demand it. But, how do we deliver it?

Quality service is what sets one organization apart from another. The organization's success depends upon the personal success of each of our associates. Customers appreciate our service efforts. When we satisfy their needs, it makes them feel good about us and our organization; and wanting to do business with us again and again.

FEELINGS – Service: an Everyday Passion is designed to improve the quality service delivered to our customers. This system will provide methods on how we can satisfy the needs of that demanding customer; the techniques on how we can relate better with customers; how we can take pride in our service; improving service attitude and frame of mind; and encourage us to provide exceptional service every day, every time.

Objectives: 8-Step Service Strategy to Benefit Your Associates & Your Organization

- ⇒ Sharpen Associates Customer Service Skill
- ⇒ Identifying Customer Turnoffs
- ⇒ Improve Communications, provide value-added service, and to effectively problem solve
- ⇒ Raise level of performance and commitment
- ⇒ Develop pride, professionalism and team spirit
- ⇒ Implement easy-to-learn and simple steps to deal with customer situation
- ⇒ Creating a professional service attitude
- ⇒ Quality service ... first time, every time
- ⇒ Provide constructive feedback to enhance service quality

“Ability is what you're capable of doing. Motivation determines what you do. Attitude determines how well you do it.” Your attitude determines your performance.”

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Program Outline

Creating Positive Customer Experience

- Defining Customer Experience
- Difference between Customer Service & Quality Service
- Definition of Customer and Exceptional Service

Foundation for Service Excellence

- Identifying Customer Turnoffs
- Understanding Your Personal Accountability and Responsibility
- Creating a 'Joyful-Service' Culture

FEELINGS®: Service - An Everyday Passion

- Applying FEELINGS into your profession everyday
- Feel Good about Yourself (Attitude = Performance. Service Begins with You)
- Enthusiasm (Understanding Passion in Profession)
- Elevate Others (Forging of Effective Relationships)
- Leading Light (People are a reflection of ourselves)
- Influencing Others (Understanding the Leadership in You)
- Needs Analyzing (Understanding the Basic; Surprise; and Anticipation Needs)
- Group Dynamics (Establishing the concept that when everyone participates, organization gets smarter!)
- Self-Awareness (Power of Self-Talk. Service Ends with You)

Who Will Benefit Most From This Program?

This program is designed to achieve a positive transformation in associates by increasing awareness of customer needs, improving processes, develop skills for better relationships with customers, increasing employee's self-worth and improving communications and cooperation with other employees.

FEELINGS® is designed and written specifically for front-line and operational personnel.

Duration & Methodology

FEELINGS® - Service: An Everyday Passion is a 2-day interactive service workshop with light interactive activities, group exercises and discussions to relate the whole learning concepts and experience.

"No one ever attains very eminent success by simply doing what is required; it is the amount and excellence of what is over-and-above the required that determines the greatness of ultimate distinction. Excellence therefore is not a destination but a habit." Peter Ng