SERVICE EXCELLENCE

PROGRAM AT A GLANCE

This workshop will help prepare your team to meet the needs of the fastest growing customer base — persons with disabilities or accessibility needs. Designed to complement OTEC’s Service Excellence program, this workshop will ensure your business meets Accessibility for Ontarians with Disabilities Act (AODA)* standard compliance and your employees increase customer loyalty and service levels.

Legislation and the AODA
Review Accessibility for Ontarians with Disabilities Act (AODA)*

Types of Disabilities
Develop a better understanding of various disabilities

Providing Service Excellence
Recognize gaps when providing customer service

Better appreciate the value and benefits of improving service for persons with a disability

Communication
Learn the core principles for communicating with customers with disabilities

R.E.S.P.E.C.T. Model
Discover how to meet specific needs of customers with varying disabilities within your workplace

*Government agencies and businesses had to be compliant with the customer service standards of AODA as of January 1, 2012.

OBJECTIVE

To provide the concepts, model and tools to further enhance skill and confidence when providing service to persons with a disability or accessibility needs

WHO SHOULD ATTEND

Front line employees
Supervisors
Managers

SESSION DETAILS

Half day session - 3.5 hrs
Between 10-25 participants
Interactive format
Take-away resource guide

BENEFITS TO BUSINESS

Enhances service levels and teamwork
Service teams will become better at accommodating and communicating with customers with disabilities

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