

SERVICE EXCELLENCE HIGH SCHOOLS



OBJECTIVE

- To provide High School Teachers with the qualifications and resources to deliver Service Excellence to students

RATIONALE

- Meets the industry certification requirements for the following Specialist High Skills Major's (SHSM's): Hospitality & Tourism; Business, Arts & Culture; Health & Wellness; Transportation; Information & Communications Technology; and Horticulture & Landscaping
- Can be integrated with Co-op, OYAP, and any other High School program

SESSION DETAILS

- One full day session
- Between 10-25 participants
- Interactive format
- Take-away resource guide and facilitation resources

BENEFITS TO STUDENTS

- Provides students with school-to-work transition tools and techniques
- Enriches student's education through a unique learning experience
- Offers students an industry-endorsed certificate program

PROGRAM AT A GLANCE

Excellent and consistent customer service is the cornerstone of any successful business. This workshop focuses students on the important role of building client loyalty, creating a positive impression, and contributing to a workplace service culture.

Moments of Truth

Understand the importance of creating and maximizing memorable "Moments of Truth" experiences in various customer interactions.

First Impressions

Explore how positive and negative first impressions impact the service experience and how to ensure a consistent and effective first impression.

Building Customer Loyalty

Reinforce the importance of customer loyalty to business success and the essential role of the service provider in creating loyalty.

Service Excellence Essentials

Participate in a customer service self assessment and learn the behaviours that are essential for service excellence.

Communication Excellence

Learn about the communication process and the importance of applying it when determining customer needs and expectations.

The Service Process

Practice the 5-step service process for providing consistent and excellent customer service.

Overcoming Service Challenges

Understand the 3 types of concerned customers and learn the 5-step service recovery process to achieve successful service interactions and create "Service Excellence" at all times.