



Presents

Excellence in Customer Service

Introduction:

Organizations can be seen as communication systems. They comprise continuous flows of information inwards from their environment, internal throughout the entire organization and outwards, to the environment. Just how effective these flows of information are depends on the quality of the staff's attitude, levels of professionalism, interpersonal skills and customer service to list a few.

This first requires of all organizations to honestly assess where you are today, how well you are doing and what are the things you need to change and improve. This is an examination of you, not only as an organization but as individuals and as professionals in a dynamic environment.

There is a definite relation between job performance and service delivery. With respect to service this cannot be given outside of yourself. Service is an integral part of the person who delivers it. So to improve service delivery in any organization one has to help develop and improve one's staff to be able to meet the challenges of today's work environment.

This workshop is designed to help the staff of to recognize the importance of maintaining healthy customer relationships which we know is the foundation of all profitable business today. The central theme of this relationship is always about one's total development and by extension professionalism. These qualities are demonstrated in one's attitudes, behavior and other forms of communication patterns which together show respect and appreciation to both your internal and external customers.

With this in mind this workshop is designed to help sharpen the staff's skills, knowledge and attitudes with a view of propelling them and by extension your organization to the pinnacle of professionalism.

This workshop will look at some of the criteria which determine the effectiveness of communication, principally the non verbal, Customer Service and other developmental skills.

Icebreaker.

- Self- analysis
- Effective Interpersonal Communication
- Introduction to Customer Service
- You and your Customer
- Communication and professional etiquette
- Developmental /Managerial Skills

Methodology

The following strategies will be employed in this **Training and Development Intervention** to aid learning and assimilation; to promote a motivational and inspirational environment and to build resolve on the part of all staff to commit to the tasks ahead:

- Multi-media presentations
- Lecture type/Interactive presentations
- Group discussions
- Supportive handouts
- Role Plays.

Date: September 3rd – 4th, 2009 **Time:** 8.30am – 4.00 pm **Cost:** \$3,000.00 (VI)

For further information, please contact: **Mrs. Gemma Malchan-Benny**
Premier Quality Services Limited
#2 Century Drive, Trinity Industrial Estate, Macoya, Tunapuna
Tel. Nos: 645-9026/9268 Fax: 645-8879
E-mail: gemma.malchan-benny@ttbs.org.tt