6 service drivers for exceptional customer service

Service is what can make or break YOUR business. Learn to provide not just good service but exceptional and see your profits soar.
6 service drives for exceptional customer service

Ask yourself

Does my organisation serve customers?
Would I like to do more than simply ‘serve’ them?
Would I like my customers to only come to me and never think about my competitors?

Attending this workshop will help you to

- Learn fundamentals of exceptional customer service
- Implement the 6 service drivers and the skills that go with them
- Interact with your customers in a more natural and effective manner

Who should attend?

This workshop is great for everyone who works on the front line of customer service, either B2B or B2C.

Recommended duration of this workshop

6 Days – each focusing on one of the 6 customer service drivers.

Note: The duration, spread of days and the content can be customised to meet specific client requirements.

How is this workshop delivered?

An interactive Tutor-led workshop delivered as classroom style. Lots of self-reflection and realizations during the workshop.

Follow-up coaching can be requested to review your progress.