



Derek Hendrikz Consulting Presents:

In Search of Customer Excellence

Duration:	1-day
Max. Participants:	50
Facilitators:	1
SETQAA Accreditation	Services SETA – Decision Number 2072

About the workshop:

This is a one-day interactive seminar, designed to give participants the necessary knowledge and skills in establishing a culture of 'service excellence' within the organisation. Some of the areas covered during the seminar are:

- Defining exceptional customer care within your organisation.
- Establishing positive moments of truth.
- Eliminating the toxic issues with regard to customer service within your organisation.
- Managing "difficult" customers.
- Communicating excellence to your customers.
- Managing the boundaries of service excellence within your organisation.
- Becoming a landmark of excellence.

The seminar outcome:

On completion of this workshop the participant should be able to directly influence the establishment of a culture of service excellence within the organisation.

Practical application:

Participants will develop an action plan, aimed at achieving desired service levels within their organisation, during the programme.

Included:

All programme materials and handouts and issuing of certificate on completion of programme.

Training methodology:

The methodology is based on interactive learning, i.e. learners will learn by doing. Furthermore learners will use examples from their own organisations, thus ensuring that the learning is anchored at their workplace.

As with all DHC training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

Who Should Attend?

- Senior and middle managers.
- Supervisors working with front-line employees.
- Business owners.
- Any person interested in establishing a culture of service excellence within his / her organisation.

Programme:

Time:	Topics:
08:00-10:00	Achieving Service Excellence in Customer Service
10:00-10:30	<i>Convenience Break</i>
10:30-12:30	Creating Exceptional Customer Care
12:30-13:30	<i>Lunch</i>
13:30-15:00	Turning your customers into devoted sponsors
15:00-15:15	<i>Convenience Break</i>
15:15-16:00	Taking the Lead

Programme Topics:***Achieving Service Excellence in Customer Service:***

- Current problems with customer service – Things have Changed!
- The difference between customer service and service excellence.
- How to get rid of your customers – Six fool proof ways!
- Service Excellence – Lessons from the wild.
- Introducing the Nanotech Customer.
- What the future customer wants.
- Fortune 500 secrets to service excellence.

Creating Exceptional Customer Care:

- Defining exceptional customer care within your organisation.
- Eliminating the toxic issues with regard to customer service within your organisation.
- Managing the boundaries of service excellence within your organisation.
- First and third person perspectives on service within your organisation.
- Monitoring and measuring customer satisfaction.

Turning your customers into devoted sponsors:

- Establishing positive moments of truth.
- The difficult customer is your most valued customer.
- Communicating excellence to your customers.
- Growing through complaints & problems.
- Managing customer contact.

Taking the Lead:

- Implementing customer service action plans.
- Becoming a landmark of excellence.
- Making the difference!

Derek Hendrikz Consulting cc:

(1997/060793/23)

- Tel: +27 (0)12 567 2824
- Fax: +27 (0)12 543 3292
- E-mail: hello@derekhendrikz.com
- URL: www.derekhendrikz.co.za
- P. O. Box 14557, Sinoville, 0129, South Africa



Beyond Comparison!