

Meeting the Challenge of *Stellar Service*®

Training

Ensuring stellar service takes its rightful place at the forefront of your efforts to achieve business results.

Individual customers have very different needs and expectations. By treating every customer interaction exactly the same, you might satisfy one customer yet disappoint another. And despite the challenge of customer diversity, your operational productivity goals must remain high.

Meeting the Challenge of Stellar Service® is the situational workshop of the *Achieving Stellar Service*® Experiences system. This workshop places special emphasis on the business and hidden dimensions of service—without which, no amount of friendly service could keep a customer coming back. Increasing responsibilities are forcing service providers to become expert customer guides. They must tap into each others' strengths and team up to solve customer problems. They also need to recognize that each customer is different and deserves to be treated with his or her unique differences clearly in mind. AchieveGlobal has taught these same skills to millions of participants in leading organizations around the world.

During the workshop, participants will participate in a variety of engaging individual and group activities, partner discussions, video demonstrations, role plays, and large-group discussions. They will have fun as they gain familiarity and confidence with the new concepts and skills.

Content & Outcomes

Guiding Customer Conversations® | (8 hours classroom)

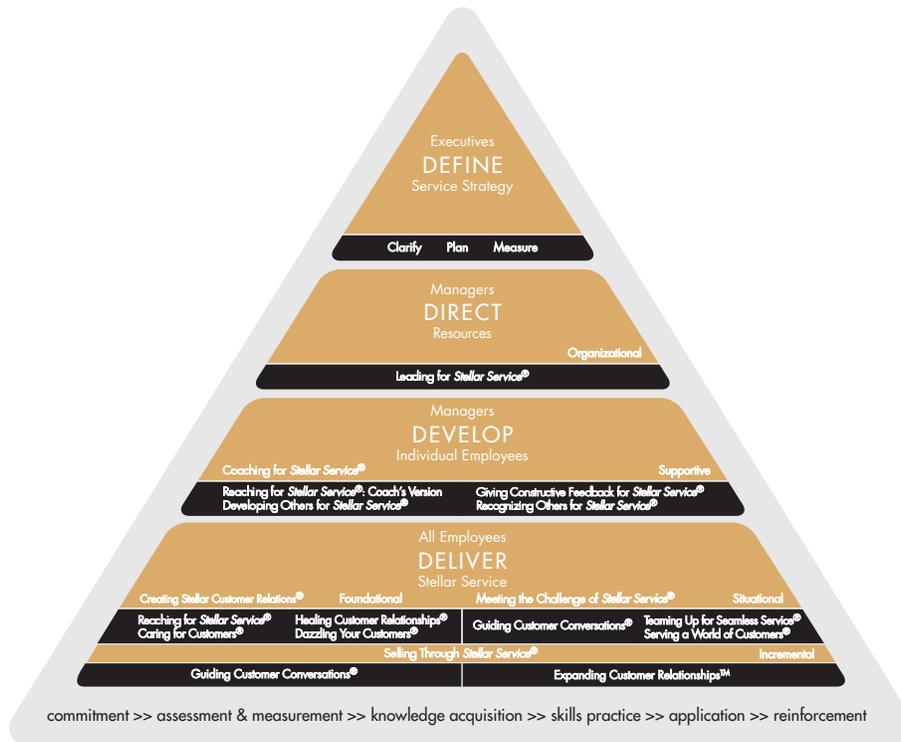
The purpose of this module is to give service providers skills for conducting conversations that effectively attend to external and internal customers' human and business needs. Participants will be able to:

- Recognize and apply ways to overcome the barriers to effective customer conversations.
- Open a customer conversation in a way that gains customer confidence and cooperation.
- Learn what customers need by demonstrating effective probing techniques, including gently refocusing conversations in a more productive direction.
- Reply with information that has a positive focus and helps customers make deci-



Developing the 21st
century workforce™

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sions, including linking features and benefits to advice and recommendations, and presenting unwelcome information.

- Close a customer conversation in a way that maintains customer confidence.

Serving a World of Customers® | (4 hours classroom)

The purpose of this module is to help service providers learn and apply skills for providing helpful, sensitive, and respectful service that is tailored to customers' unique needs. Participants will be able to:

- Explain and avoid the dangers of judging a customer based on assumptions about a group to which the customer may belong.
- Describe the benefits of improving service to customers who have unique needs related to physical ability, language, technology, or service expectations.
- Recognize cues that point to unique customer needs.
- Recover smoothly and quickly when a well-intentioned service action has a negative effect on a customer.
- Ask respectful questions to clarify unique customer needs.
- Generate options for meeting unique customer needs.
- Take appropriate action to meet unique customer needs.

Teaming up for Seamless Service® | (4 hours classroom)

The purpose of this module is to explore what it takes to deliver seamless service and to develop skills for addressing service issues with fellow service providers. Participants will be able to:

- Recognize the importance of seamless service.
- Describe their role in delivering seamless service, and commit to doing so.
- Apply six best practices for delivering seamless service.
- Demonstrate a five-step process for discussing service coordination issues with others.
- Take actions to increase teamwork and coordination with others who help them serve customers.

A Systemic Approach

Information on implementation options and details on each component are included in the product sheet for the *Achieving Stellar Service® Experiences* system.

Achieving Stellar Service® Experiences is a comprehensive training system designed to provide a range of critical service skills vital to customer satisfaction and loyalty, and to organizational success. The system's modular design allows participants to learn a range of skills—foundational, situational, supportive, organizational, and strategic—in the most effective and efficient way possible. The four workshops in the system build on one another to offer training solutions at every level, thus aligning service strategies with service behaviors throughout an organization.



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