

LEADING SERVICE

- DESIGNED FOR -

- ❑ Leaders who have responsibility for teams that provide service to internal and / or external customers.
- ❑ Leaders wishing to further improve their customer's experience and service received.
- ❑ Appropriate for leaders of all levels.

 **L O X T O N**
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- PROGRAM OVERVIEW -

This valuable program provides a comprehensive approach to developing a culture of "Service Excellence" within a department or an entire organisation. It explains how to develop motivated, loyal, customer-oriented employees who will delight their customers. It shows participants how to introduce Service Standards and how to performance manage against them. Additionally, feedback collated from customers and employees is analysed during the program, providing rich data that enables decisions to be taken about service improvement opportunities.

- PROGRAM CONTENT -

- ❑ Pre-program preparation:
 - Assessment of (internal and / or external) customer satisfaction. Assessment of employee satisfaction. We can use your existing data, if available and current, or will professionally conduct the analysis on your behalf.
 - Feedback for each participant in respect of their Service Leadership behaviour.
- ❑ The Service Profit Chain – comprehensive exploration of the link between leadership and great service.
- ❑ Analysis of customer and employee satisfaction data.
- ❑ Development of "Service Leadership" behaviours.
- ❑ How to introduce and performance manage the Service Standards.

- APPROACH -

Both a personal development program and a methodology for service improvement (and ultimately business development), this comprehensive program is tailored to the operation and needs of your organisation. The program has four stages: (1) Analysis (2) Leadership workshop (3) Implementation of Service Standards and behavioural changes (4) Follow up and strengthening.