

Course Objectives & Outline

Creating a Culture of Customer Service

Creating a culture of customer service, communication, and appreciation is important for any organization with internal and/or external customers.

This training includes discussion and role-playing around the GREET model of customer service and the power of meaningful internal and external customer communication as a cultural element.

Course Objectives

Following the completion of this course, participants will be able to:

- Understand and apply the GREET model of customer service
- Understand effective communication strategies
- Understand the Circle of Influence vs Circle of Concern
- Apply the EPIC Customer Service model

The course follows an interactive format that caters to various learning styles. In addition, behavioral-based application and action planning is a part of every course Horizon Point facilitates.

Course Objectives & Outline

Creating a Culture of Customer Service

Creating A Culture of Customer Service

GREET

Greet the client with their name. Smile, make eye contact, and greet anyone that is with them.



RAPPORT

Build rapport with the client by introducing yourself and your role in helping them.



EXPECTATIONS

Discuss expectations with the client. What are their goals for this meeting/relationship? What are your goals?



EXPLANATION

Explain step-by-step what will happen next and how they can access staff if needed.



THANKS

Thank the client. Thank them for choosing you and your organization.

