



## TARGET GROWTH AREAS

- Service Consistency
- Customer/Client Trust
- Solutions-Focused Approach
- Responding To Challenges
- Establishing Rapport
- Can-Do Attitude

*"Superior service may be the hallmark of successful organizations, but it begins with an organizational commitment to hold everyone accountable to execute consistent, service-focused behaviors."*

*Joe Takash*

## WHAT CLIENTS SAY

"Victory Consulting provides outstanding tools that can help any company in any industry build their book of business. They simplify service strategies that can be understood and applied at every level of your company. Hire them and you will be very happy with your decision."

*Beau Ingledue  
Vice President  
Purdum, Gray and Ingledue*

## SERVICE EXCELLENCE

The content focus for this course is to impart specific service behaviors around establishing breakthrough connections with customers and clients, reflected by loyalty, trust and repeat business. This two-day program locks in on accountability check-ins throughout, measuring the progress and commitment to improve by each participant.

## TARGET AUDIENCE AND GROUP SIZE

This program has been successful within specific teams, departments and is commonly incorporated as a company-wide training initiative. Specifically, it can target customer service representatives, inside/outside salespeople, supervisors and managers who count on customers or clients for business success. Group size can range from 15 to 20 people.

## PARTICIPANT BENEFITS

### Walk away better able to:

- Positively influence customers in less than 30 seconds
- Understand that everyone who represents your company IS your company
- Apply consistent behaviors which build trust and loyalty
- Deal with difficult clients with tact and professionalism
- Create a comfortable, common ground in less than 5 minutes
- Swiftly transition from complaints and problems to solutions and answers
- Present yourself in an approachable, confident manner

## ACCOUNTABILITY & MEASUREMENT

Check-points to elicit positive change include a pre-assessment for all participants, and assignments between days 1 and 2 to reinforce accountability and inspire continued progress after the training. These approaches help boost sustainability and daily practice from all attendees.

## PROGRAM SCHEDULE

Service Excellence is a two-day course, running from 8 am until 4 pm both days, with up to 4 weeks between Day 1 and Day 2. This intentional spread provides time for practice and application and helps build sustainable service habits

**Day 1: Rapport and Trust:** Behaviors to influence and build long-term relationships

**Day 2: Standards for Success:** Implementing a "brand" around consistent and reliable actions, individually and as an organization

## HIGH INTERACTION

Adults expedite growth by being involved, applying skills and learning from both the consultants, but their peers as well. Service Excellence is highly interactive, providing practical approaches for every day use and lends itself to noticeable improvements in workplace communication and teamwork.

## PROGRAM INVESTMENT

\$17,000 plus necessary travel expenses and accommodations to secure training location(s).

Program includes workbooks for all participants.