

Unwrapping the Gift of Customer Service

What if you employed a team of people with customer service at their core? A team that is passionate about genuine customer service in a memorable way. Are they guided by a team of leaders and a business strategy that supports the execution of individualised service experiences with seamless processes? This doesn't have to be a dream — it can be a reality.

When you give a gift to someone it is usually done without any conditions attached to it. When you receive a gift, it is usually something that you don't have or own yourself. For both the gift giver and the gift receiver, this exchange creates the feeling of happiness — or in some cases, the feeling of being 'less-sad'. The excitement around giving customer service and receiving exceptional customer service works in the same way as gift giving. But, like all presents, the suspense starts when you begin to unwrap it.

Benefits

This is an important step on the journey to:

- create excitement about delivering customer service;
- develop a common interest in achieving customer service excellence;
- understand customer service in a succinct way with a learning impact;
- connect leaders and their teams with fresh approaches to customer service; and
- provide inspiration to create positive change and transform customer service.

Outcomes

In this powerful keynote presentation, audience participants will take away the:

- rewards of exceptional customer service;
- obstacles to achieving customer service excellence;
- essential values for a customer-focused team;
- ways to approach improvements in customer service; and
- simple steps to deliver sustained and long-term customer service excellence.

Approach

This keynote presentation is designed for business leaders, human resources teams and frontline staff.

Running for up to an hour in duration, this keynote presentation is ideal for conferences and events, internal business planning sessions, or as an introduction to any other DIME™ Customer Service program.



About the Speaker

Chris Smoje has a passion for customer service and is dedicated to creating positive change and transforming service culture, interactions, processes and experiences with leaders and their frontline teams. Through over a decade of customer service training and leadership experience from large international organisations to small, locally owned businesses, Chris understands the realities facing leaders and their employees. He has travelled globally and studied with organisations that are leaders in customer service and has developed a sought-after approach that has led to achieving maximum impact solutions with organisations and their people. Chris uses his energetic presentation ability to motivate teams and individuals and help them realign their focus and experience progressive successes in customer service.

