



Delivering Exceptional Customer Service

Participant Guide

Agenda

1

Course Overview

2

Components of
Exceptional Customer
Service

3

Practice and
Feedback

4

Closing



Participation Norms

- Be present.
- Actively participate in activities.
- Respect time boundaries.
- Share the air.
- Assume positive intentions.

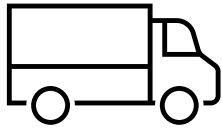


You should be able to:

- Describe the five components of exceptional customer service.
- Provide exceptional customer service during a role-playing scenario.

Notes:

Five Characteristics of Exceptional Customer Service



Reliability



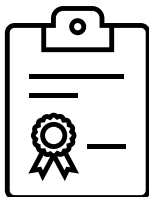
Timeliness



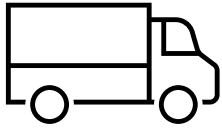
Competence



Empathy



Quality



Reliability

Component Description

Examples:



Timeliness

Component Description

Examples:



Competence

Component Description

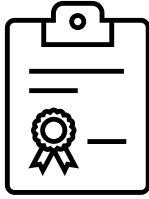
Examples:



Empathy

Component Description

Examples:



Quality

Component Description

Examples:

Role Play – Scenario A Notes:

Which components of exceptional customer service did you see?

Role Play – Scenario B Notes:

Which components of exceptional customer service did you see?

Role Play – Scenario C Notes:

Which components of exceptional customer service did you see?

Personal Reflection: What is one action you can take to provide exceptional customer service?