



We exist to serve others so they may better serve the world. SM

Creating a Culture of Service Excellence

Workshop Title:

Creating a Culture of Service Excellence

Purpose:

Provides leaders and line employees with a deeper insight into what is needed to create a culture of service excellence.

Workshop Overview:

This session is designed to encourage deep thinking and stimulate dialogue around how to weave service excellence throughout your organizational culture. Everything from recognizing your service touchpoints to maximizing employee performance will be reviewed.

Learning Topics:

- Universal service rules
- Recognizing service touchpoints
- Steps of service
- Common theme of world-class organizations (Vision, Mission & Values)
- Creating an engaged workforce

Target Audience:

All Employees

Duration:

Available as a Keynote Address (1 – 2 Hours)
Available as a Half-Day Workshop (3 – 4 Hours)

