

(MSE) Managing for Service Excellence

Purpose

Provides mid-managers and supervisors with a clear view of the daily habits needed to effectively manage a team of service professionals.

Course Overview

Managing for Service Excellence focuses on the mid-managers and supervisors who are responsible for managing a service team. By building upon the general theories of effective management and service excellence, MSE will cover the critical steps needed to develop and manage a service-centric team. From developing a dynamic mission to delivering feedback, MSE will enhance the managerial abilities of any mid manager or supervisor regardless of their tenure.

Learning/Discussion Topics

Developing the Work Environment

- Mission
- Vision
- Recognition
- Feedback

Coaching for Exceptional Service

- Enhancing the Service Touchpoints
- Levels of Service
- Empowerment
- Feedback
- Ownership and Problem Resolution

Target Audience

- Mid-Managers
- Supervisors

Duration

Available as a Full-Day or Half-Day course.