

FRONTLINE PROGRAMME

Service First

The essentials of quality customer care in one day.

Service First gives new and experienced frontline staff a solid foundation in quality customer care. Participants practise the communication, listening and recovery skills that keep customers satisfied, even when emotions run high.

WHO IT'S FOR

New and experienced
frontline staff

FORMAT

One day workshop

DELIVERY

In person or live online via
Zoom or Teams

Participants will

- ◆ Understand the keys to customer satisfaction
- ◆ Use the language of positive communication
- ◆ Follow proven telephone and email practices
- ◆ Manage their own emotions under pressure
- ◆ Calm an angry customer and recover the relationship

South Florida

Jamaica

The Caribbean

Live online, anywhere

What we cover

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|-----------|--|--|
| 01 | Your key to customer satisfaction | What satisfied and dissatisfied customers do next. |
| 02 | Positive communication and expectations | The language that sets and meets expectations. |
| 03 | The basics of quality customer care | Standards every customer should experience. |
| 04 | Teamwork development | How internal service shapes external service. |
| 05 | Telephone and email tips for success | Professional, warm and efficient every time. |
| 06 | Listening and managing emotions | Barriers to listening and staying composed. |
| 07 | Angry customers and service recovery | Step by step recovery that rebuilds trust. |

Every programme includes

Customized content

Your scenarios, service standards and customer language

Participant workbook

A PDF workbook for notes, exercises and action plans

Skill reminder card

A quick reference to keep the skills front of mind

Certificate

A certificate of accomplishment for every participant

YOUR FACILITATOR

50,000+

professionals trained

Since 2009

building service cultures

Yanique Grant

Yanique is a certified Customer Service Trainer with Service Quality Institute and a Training Magazine certified training designer. She has trained more than 50,000 people across Jamaica, the Caribbean, the United States and Africa, serves on the board of the Jamaica Customer Service Association, hosts the podcast *Navigating the Customer Experience* and is the author of *The ABC's of a Fantastic Customer Experience*. Her work is built on the 3 R's: retention, reputation and revenue.

Bring this programme to your team

Book a free 30 minute strategy call and we'll tailor the content, format and timeline to your goals.

Book a strategy call

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