

Welcome to

SERVICE
FIRST

The **KEY** to
Customer Satisfaction

Exceeding Customer Expectations

Session Objectives

- Look at the role of PROMISES
- Review 3 rules of exceeding expectations
- Review external effect of poor internal service
- Discuss benefits of exceeding expectations

Has It Ever Happened To You?

- When were your expectations exceeded?
- How did it feel?
- How did it affect your perception of the service provider?

Promises, promises, promises

Or, “I’ve heard that before.”

The promises we make and the promises we keep help to define our level of competence to those we serve.

Doing Your Best

Hey, it's good for you!

Consistently being the best
leads to job satisfaction,
pride and advancement.

Deliver on promises and commitments

Think about what you promise, how you say it and how the promise may be interpreted by your customer.

Video Presentation

Exceeding Customer Expectations

Exceeding Customer Expectations

- Treat others as you would like to be treated
- Make an extra effort
- Be positive, courteous, and respectful

Whose Job Is It?...

To provide professional,
excellent SERVICE

EVERYONE!

What Are The Benefits...

Of Exceeding Expectations?

- For our EXTERNAL customers?
- For our INTERNAL customers?

Action Plan Exercise

- Break into groups of three or four
- Make a list of 7 things you can do on the job to exceed **external** customer expectations.
- Make a list of 7 things you can do on the job to exceed **internal** customer expectations.
- Report and share your ideas for consideration in everyone's Action Plan.

It's Important To Meet Your Customer's Expectations...

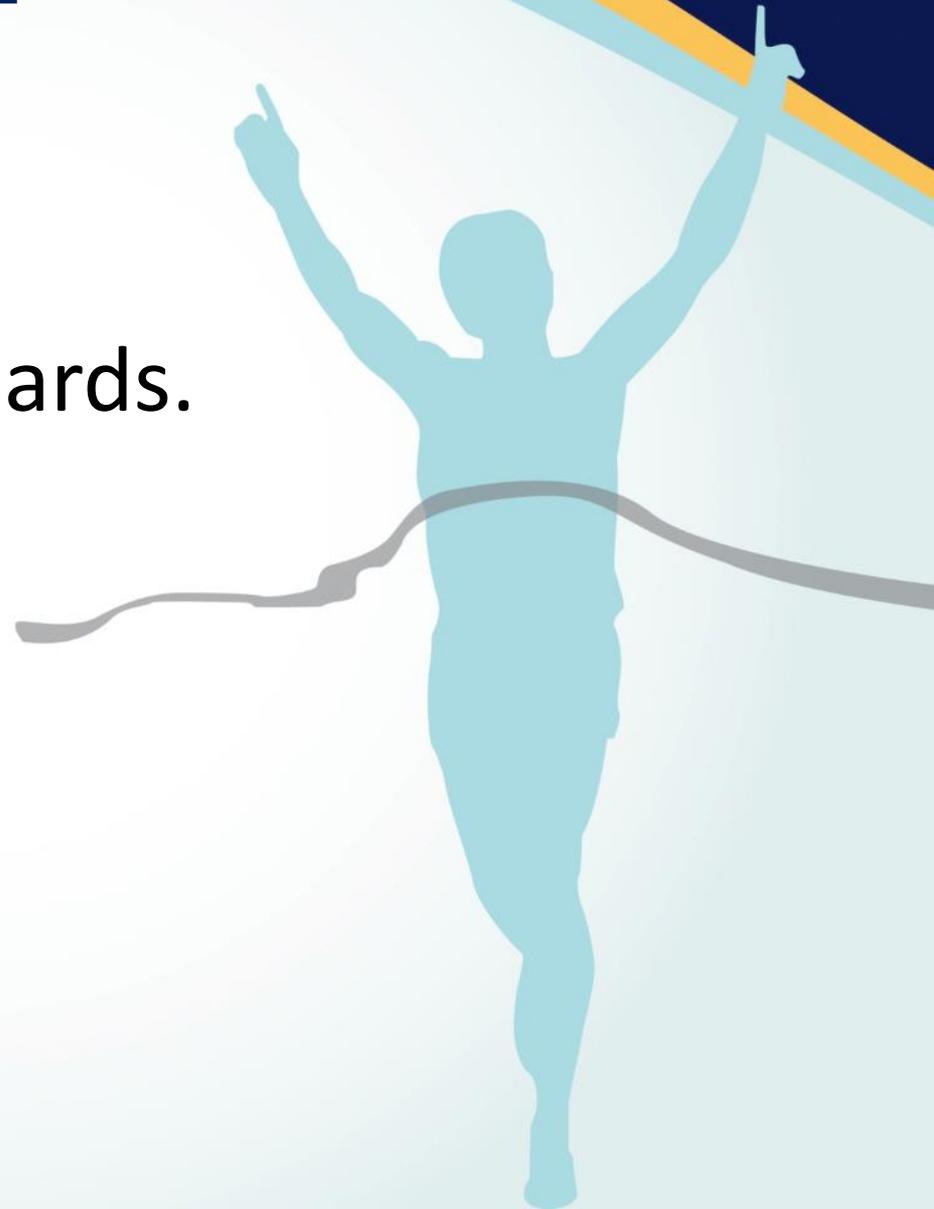
But there's usually more that can
and should be done to **EXCEED**
those expectations.

Our Challenge... **A New Standard**

We should serve our customers by habit in such a way that they are **DELIGHTED** with the results.

Going the **DISTANCE**

We are challenged to
EXCEED current standards.



Remember...

In order for us to be a successful organization in service to our external customers, we must first serve each other.



Next Topic...

**Value Added Service and review of
Customer Service skill topics**