

Why This System is So Effective

Leading Empowered Teams for Service Quality teaches skills through interactive modules emphasizing hands on experience.

The results are memorable episodes applied to produce positive changes in the behavior of the participant's quality service team. Quick results are achieved through the application plans and on-the-job reference manual required for team leaders.

Developed By Professionals Who Know the Challenges of Customer Service

Leading Empowered Teams for Service Quality was created by Service Quality Institute, the global leader in customer service dedicated to quality service training and research. Over the last three decades, Service Quality Institute has developed a wide range of learning systems, helping thousands of organizations enhance their level of quality customer service.

Course includes this valuable resource

As the founder of Service Quality Institute, John Tschohl has been heralded in Time magazine as one of the country's leading customer service gurus. He has written the best selling book on customer service: "Achieving Excellence Through Customer Service." All Participants of Leading Empowered Teams for Service Quality receive a copy of Tschohl's groundbreaking volume.

Taking the Next Step Toward Quality Service

The job of quality service is the responsibility of every manager, supervisor and employee. Now is the time to empower your team toward that goal. This workshop can be the first step. In addition to professional trainers, your involvement in the seminar includes these comprehensive materials:

- Participant Package includes resource book, seminar materials, experiential exercises and "Achieving Excellence Through Customer Service."
- Leader Package includes guide book, facilitator's information and detailed explanation of all class exercises.

How to Get Started

Leading Empowered Teams for Service Quality is available through a number of enrollment options. Best results will be obtained if the workshop is delivered in two concurrent day sessions. If necessary, the system can be facilitated in two separate day sessions or divided by modules to suit your training needs. Service Quality Institute also has certified customer service certification seminars where you and your staff can attend certification for Certified Customer Service Leader (CCSL) or Certified Customer Service Trainer (CCST) seminars at Service Quality Institute.

Call your Service Quality Institute representative for more information today.

Clients who have empowered their teams for service quality:

- U.S. Army, Air Force, and Navy – Morale, Welfare & Recreation
- Kane Magnetics International
- Barrett Moving & Storage (United Van Lines)
- Nedcor Bank (South Africa)
- Prado (El Salvador)
- Porta (Ecuador)
- El Pollo Pepe (Mexico)
- King Kullen
- Banco G & T Continental (Guatemala)
- Cerveceria Centroamericana (Guatemala)
- Banorte (Mexico)
- Banco Promerica (El Salvador)
- Pinturas Condor (Ecuador)
- Euro Bank
- Guardian General Insurance Limited (Trinidad and Tobago)
- First Bank (Nigeria)

