

From Hostility To Hospitality To Customer Loyalty Series!®

Service From The Heart

Employee Satisfaction!

Passion!

Service Attitude

Personal Signature!

Customer Loyalty

Customer Intimacy



“Servicing customers takes a human touch... Because every customer is a unique human being!”

There are two major reasons to deliver *Customer Service From Heaven®*: repeat business and happiness. Sales turn prospects into new customers. *Customer Service From Heaven®* turns new customers into repeat business. *Customer Service From Heaven®* also makes customers happy! Happy customers are much easier to deal with than irate customers. This training series is for people who want to make a significant contribution to their company's image or bottom line and make their own lives easier.

From Hostility To Hospitality To Creating Customer Loyalty®! Is a serie of 8 programs that will help your service providers go beyond *traditional customer service* to achieve *Customer Service From Heaven®!*



1. The Roadmap To Stardom® - How To Create Passion For Service!

Discover how to get into the top 4% of successful people and gain passion for service



2. Color Servicing®

Discover your style and your customers' styles. How to serve each customer differently!



3. Successful Service Strategies®

Create a customer-friendly environment starting with the basics of customer care skills



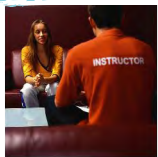
4. Customer Service From Heaven®

Learn the real reasons people do business with you and the skills to retain your internal and external customers for life!



5. Emotional Care® - How To Build Customer Loyalty Through Emotional Connection!

Learn how to create Emotional Added Value (E.A.V) as a competitive edge by connecting to customers' minds, hearts, and souls!



6. Coaching From The Heart®

For supervisors to learn how to provide skills to enhance their internal customers' desire through treatment from heaven!



7. Customer Service For Managers®

For managers to understand the 4 managerial processes for superior quality service.



8. Promises, Promises!™

Understand the importance of fostering a trusting environment through the impact of "We" versus "Me" focus to deliver exceptional Service from Heaven!



1. The Roadmap To Stardom® - How To Create Passion For Service!

Discover how to get into the top 4% of successful people using the practiced principles by successful people.

Focus is on:

- The principles of the Roadmap To Stardom
- Improve and develop Self Confidence to take service initiatives
- How to be self-empowered



1-Day Workshop

2. Color Servicing®



2-Day Workshop

Discover your style and your customers' styles. Communicate more effectively with clients, co-workers, friends and family, and derive more satisfaction from your work and life.

Focus is on:

- Understanding the four personality styles of customers
- Identifying strengths and weaknesses of each style
- Adapting to each personality style to increase effectiveness and success in service

3. Successful Service Strategies®

Create a customer-friendly environment through learning the basic skills of service etiquette. Learn how to create memorable points of contact in each customer interaction to keep them satisfied.

Focus is on:

- Learning the basics of customer service
- Specifying the tools and techniques that create positive first impressions
- Defining service etiquette



3-Day Workshop

4. Customer Service From Heaven®



2-Day Workshop

Since all employees are responsible for providing great external and internal customer service, Creating Customer Service From Heaven® process gives individuals and your entire organization the knowledge and skills to successfully retain customers and wow them from the heart!

Focus is on:

- Learning the difference between customer satisfaction and customer loyalty
- Discovering how to focus on personal needs of the customers
- Building customer loyalty through the "Personal Signature!"

5. Emotional Care® - How To Build Customer Loyalty Through Emotional Connection!

Learn how to connect emotionally to provide the Emotional Added value (EAV) to your customers by building your life on a solid "Root" that will show you the "Route" and give you the "Fruit" of success in this competitive market

Focus is on:

- Cultivating the "Roots" and Enhancing them
- Discovering the "Route" to others' hearts
- Enjoying the "Fruits"



2-Day Workshop

6. Coaching From The Heart®

When service providers are aligned with their leaders and work towards a shared goal, they work harder and become more loyal. Supervisors, team leaders, and mentors will be provided with the knowledge and skills necessary to assess, plan, and carry out performance feedback and skills for recognizing a coaching opportunity.

Focus is on:

- Discovering the business as well as the personal needs of your employees
- Learning how to treat employees the way you want them to treat your best customers
- Learning the benefits of coaching and the potential consequences of not coaching



2-Day Workshop



1-Day Workshop

7. Customer Service For Managers®

This workshop tackles the 4 managerial processes needed to form a solid quality service organization.

Focus is on:

- Discovering the four managerial processes to apply service from heaven in their organization
- Building a successful service team
- Developing quality service standards

8. Promises, Promises!™

Understand the importance of fostering a trusting environment through the impact of "We" versus "Me" focus and to experience that everyone within an organization is both a supplier and a customer.

Focus is on:

- Communicating effectively
- Experiencing the impact of "We" versus "Me" focus
- Learning to maximize productivity through a win/win approach
- Discovering how your role impacts company-wide goals



1-Day Workshop



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