



# Leading Excellence Customer Service

Providing excellent customer service should be one of the easiest things to accomplish in the business world: find out what your customer needs, meet their needs and treat the customer like a partner not the enemy. Reality is (if most organizations are being honest with themselves) it's much harder to walk the talk.

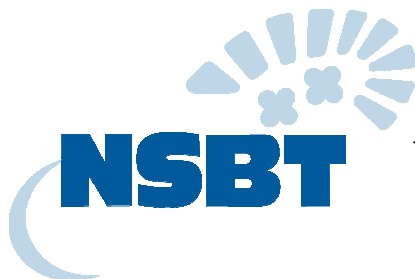
This session provides the leader with a to-do list of what needs to be in place to lead and sustain great service in any industry and why it is so important to create a service focus from the perspective of the bottom line.

## **Sample 3-hour Session: (can be customized)**

- Excellent customer service is a function of service behaviors, procedures and systems
- The economics of great customer service
- Finding and retaining quality people
- Knowing your customers intimately
- Focusing your units on organizational purpose
- Creating easy-to-do-business-with delivery systems
- Training and supporting employees
- Involving and empowering employees
- Recognizing and rewarding good performance and celebrating success
- Setting the tone and leading the way through personal example
- Identify the gaps and create an action plan

**Contact us today to see how we can  
customize this session for you!**

**[info@mynsbt.com](mailto:info@mynsbt.com)**



---

900 3rd Street, Suite 123 Muskegon MI 49440 • 800.577.4293 •  
[www.mynsbt.com](http://www.mynsbt.com)