



## Building Blocks of Service Excellence

How do you guarantee that every customer receives excellent customer service every time? Impossible? Not if there is a common vision and consistent approach to delivering service across the organization. Once you unite everyone in their commitment to service excellence and equip them with the tools and skills to provide it, a natural momentum is created. It begins within the company - as people recognize that they are all customers and suppliers to each other - and flows outward to your paying customers.

Eagle's Flight's *Building Blocks of Service Excellence*™ course initiates this critical momentum and provides a practical route map for driving it forward. Experiential in nature, this course tackles the customer service challenge as a whole, from establishing a receptive mindset and exploring interaction mechanics, skills and techniques, to building long-term relationships. Ultimately, your employees will return to work with relevant and applicable strategies and tools that are the foundation for service excellence. Increased customer loyalty, satisfaction, sales and word-of-mouth advertising are just a few of the tangible results you'll experience as a result.

### THE OUTCOME

*Individuals will return to work with the ability, tools, and confidence to:*

- Take accountability for each service interaction, from uncovering their real need to delivery
- Communicate clearly - listen, respond, adjust and confirm - to understand and be understood
- Achieve positive results every time - even challenging interactions are opportunities to increase customer loyalty
- Consider all service options and make decisions based on expertise and customer knowledge
- Focus on long-term business relationships, not isolated interactions
- Easily apply the course's powerful, multipurpose, service tool

## THE DETAILS



2-day  
program



10 - 30  
participants



Ideal for training  
team members at all  
levels



Customization and  
delivery options  
available



Post-course  
reinforcement  
available

## THIS ISN'T YOUR ORDINARY LEARNING EXPERIENCE

An Eagle's Flight experiential learning program is unlike anything you or your participants have seen before – it's not another lecture, case study, or role-play. Through interactive, experiential-based learning your participants will not only learn new skills and knowledge, but get the chance to put that learning into action and practice them as they apply to their life on the job. We frequently use our "40, 40, 20" formula when delivering training. This translates to 40 percent of the time spent on conviction and knowledge transfer, 40 percent on practice with that knowledge, and then 20 percent on how to apply the learning back on the job. This all comes together to produce a change in behaviors that deliver expected results.

Why do we do this? We take this approach to training because by personally experiencing the results that come from applying their existing behaviors in the experiential portion of training, participants see the link between their performance in the experience and the changes they need to make to maximize performance at work. A powerful debrief reinforces the lessons learned in the experience and shows how to apply those lessons back on the job. New competencies are developed, learnings are retained, and individuals are more likely and better able to enthusiastically apply their new knowledge to improve their day-to-day performance.



***"The use of your experiences to build understanding and conviction is an Eagle's Flight trademark; and one which, in my opinion, is a true differentiator that sets you apart from all others in your field."***

Marc Caira, Vice Chair, Restaurant Brands International



Left with questions? Wondering what a partnership could look like? Give us a shout!

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