



# Eat the Elephant

## 'Helping people achieve the objective'

### Essential Management Development skills

## Service Excellence – 'Who is the centre of attention?'

### Who is it for ?

Anyone seeking inspiration and new ideas to support and improve the delivery of service excellence within their business or job role.

### What is it about and what will it do ?

'Your individual state of mind will colour your perception of service'. A reputation for service excellence gives rewards:

- Internally – attracting and retaining customer focused motivated team members
- Externally – gaining new business and repeat business from loyal customer

### Typical Objectives

A programme that refreshes and introduces you to the value of focusing on ourselves; and our teams; to make greater impact and differentiate customer excellence. The focus will be on enjoying the experience, developing best practice and self analysis.

### Indicative Outline Content

- **You – do you offer yourself the right service at the right time? – in and out of work**
- **Your people / team – what service are they currently getting from you?**
- **Your customers and clients – choice, control and convenience- what service are they currently getting from you?**
- **Offer your customers what they want – when they want it**
- **Wowing your customers**

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