

A woman with dark hair tied back, wearing a light green sleeveless top, is seated at a wooden table, working on a silver laptop. A man with dark curly hair, wearing a bright yellow long-sleeved shirt and dark jeans, stands next to her, leaning over the table and using orange-handled scissors to cut a piece of light-colored fabric. The background shows a workshop or studio with large windows, a brick wall, and various sewing equipment like a mannequin and a sewing machine.

The Art of Delivering Exceptional Service Training Program

Turning Service into a Competitive Advantage

- Delight Customers • Build Loyalty
- Elevate Service Standard



Audience

Exceptional service goes beyond meeting needs, it's about creating memorable experiences that keep customers coming back and referring others. This program equips participants with advanced customer service and relationship-building skills that set organizations apart from the competition.

Ideal for:

- Customer Service Professionals
- Sales & Business Development Teams
- Hospitality, Banking & Retail Staff
- Call Center & Front Desk Agents
- Entrepreneurs & Business Owners
- Managers seeking to raise service standards in their teams



Course Description

The Art of Delivering Exceptional Service Program is designed to move professionals from basic service delivery to world-class customer experience. Participants will learn how to anticipate customer needs, personalize interactions, and resolve issues in ways that turn customers into loyal advocates.



Course Outline

- Defining Service Excellence vs. Exceptional Service
- Understanding Customer Psychology & Expectations
- Building Emotional Connections Through Service
- Personalizing Customer Experiences
- Anticipating Needs & Exceeding Expectations
- Service Recovery: Turning Complaints into Opportunities
- Creating a Culture of Service Excellence in Organizations
- Digital & Omni-Channel Service Delivery Standards



Training Details

Duration: 3 Days

Training Fee: N200,000(excluding tax)





Thank you



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