



Closing the Gap

Lanza's Customer Service Training

Goals

(Training done in Spanish)

Create a workplace where management feels confident that all their employees are representing the organization in an exemplary manner and providing the best possible customer service.

Create an environment where all guests feel special, comfortable and cared for.



The participants will:

- ◆ learn how to provide the best customer service in all settings and situations, regardless of language spoken
- ◆ realize how providing great customer service will not only improve the experience of the customer, but also provide themselves and their colleagues with a more positive work experience.
- ◆ be able to represent the organization in a way that will make management comfortable, confident, and proud.

-Please see next page for an outline of the workshop-



Lanza's Customer Service Training

Outline of Topics Covered

- I. Discuss Customer Service Experiences- using our own experiences
 - a. Positive Employee Experiences
 - i. what made this a positive experience
 - ii. how can we repeat this for our clients
 - b. Negative Employee Experiences
 - i. what made this a negative experience
 - ii. how can we avoid repeating this for our clients
 - iii. how can we learn from our mistakes
- II. Why do we need to provide outstanding customer service?
- III. Keys to Providing the Best Customer Service
- IV. Contextual Work Scenarios – (sample scenarios)
 - a. hospitality scenario
 - b. food service scenario
 - c. disgruntled client scenario
- V. Using Body Language effectively
 - a. how we communicate nonverbally
 - b. what our non-verbal communication may be saying
- VI. Work scenario problems – what went wrong, how could you rectify this situation?
- VII. How to effectively manage client questions
- VIII. Commonly used English phrases / expressions that will help you on the job
- IX. Creating a more comfortable and satisfying work environment for ourselves, and for our clients