

SERVICE EXCELLENCE

Our number one goal is to "Keep our customers for life".

Our Service Excellence professionals consistently deliver this promise to our clients to help them "Keep their customers for life" as well.

Service Excellence professionals provide our clients with expertise in process improvement, organizational development, customer relations and project development to evaluate your current operations and staffing. They then report their findings and offer a detailed and concise program for the ongoing effective execution of service excellence initiatives and the delivery of an outstanding customer experience throughout your organization (top to bottom), exerting a leadership role which supports the clients core mission, vision, goals and objectives, while focusing on the customer, executives, employees, volunteers and the community.

Our Service Excellence professionals will then be responsible for assuring the effectiveness of the clients Service Excellence initiatives and their alignment with the client's culture in the following initiatives:

Utilizing proven mentoring skills to effectively and actively coaches and develops staff.

EDUCATING PERSONNEL ON THE EFFECTIVE WAY TO

- Interact effectively and directly with customers either by telephone, electronically or face to face
- Develop internal control policies, guidelines, and procedures for budget administration, cash and credit management, and accounting;
- Prepare financial statements, business activity reports, financial position forecasts and annual budgets;
- Critical timing of prompt responds to customer inquiries
- Amicably addresses and resolves customer complaints
- Non-obtrusive ways to solicit review and evaluate all relevant information to handle inquiries and complaints
- Results driven successful steps to conduct customer verifications
- Accurate order processing, forms and application completion of customer requests
- Prompt follow up to all customer interactions

- Flawless record keeping of customer interactions and transactions
- Detail records of inquiries, comments and complaints
- Factual detail records of actions taken
- Giving direction to customer requests and unresolved issues to the designated resource
- Reviewing and analysis of all customer service interactions
- Enhancing an employee's use of the proper and most effective way to manage customers' accounts
- Role playing with staff is the most effective ways to effectively communicate and coordinate with other internal departments using:
- Proven interpersonal skill methods
- Teaching effective communication skills - verbal and written
- Enhancing the employees listening skills
- Utilizing proven problem analysis and problem-solving
- Addressing accuracy in attention to detail and accuracy
- Empowering each employee to take responsibility and initiative to help each customer
- Teach effective stress tolerance and adaptability exercises to cope in highly charged situations