



Exceptional Service Makes Sense

An inspiring, energetic and enjoyable customer experience development programme with potential for instant impact.

Exceptional customer experience helps to build an active loyal customer base



Getting the basics of great experience right takes focus and effort, but when you get it right it has direct positive impact on business results



If you and your team want to create an exceptional and memorable customer experience, boost customer satisfaction and improve business results, Zest for Life's customer experience programme can help to refocus colleagues and leaders.

Signing up to this programme is a clear commitment to taking customer experience to the next level.

“I've learned that the simplest of things can make a guest experience exceptional. It's really easy to make the little things happen which will impact a guest stay.”

Delegate feedback

Who is it for?

Employees in customer facing roles that want to build their confidence and improve how they interact with customers.

Customer-facing teams who want to commit as a group to improve how they deliver customer experience.

Team leaders and managers who want to renew their customer focus and support their team in their learning.

Programme content



ONE-DAY INTERACTIVE DEVELOPMENT PROGRAMME



FACILITATED WORKSHOP DELIVERED ONLINE OR IN PERSON - YOU CHOOSE!



INCLUDES A MIX OF FACILITATED LEARNING ACTIVITIES, GROUP DISCUSSION AND HOMEWORK

1

GETTING IT RIGHT FIRST TIME

What does the ultimate customer experience look like for your organisation? Discover the 6 steps to creating an exceptional emotional experience and exceptional service.

2

THINK LIKE A CUSTOMER

Consider the factors that influence customer satisfaction and how our senses influence our purchasing decisions and loyalty.

3

BE CLEAR ON OUTCOMES

What do you want your customers to think and feel when they interact with you?

4

THE IMPORTANCE OF LISTENING

How learning to listen empathetically can influence and transform conversations.

5

KEEP ON TRACK

How to manage dissatisfied customers and handle difficult conversations.

6

BE EXCEPTIONAL

The influence of trust in customer experience and how to build trust in your organisation.

Embed exceptional service as way of life

The programme is most successful when leaders commit to the training with their team, enabling everyone to work together to transform customer experience.

To discover more...

Visit: www.zfltd.com/programmes

Call: Sally Prescott on 07919 417978

Email: Sally.Prescott@zfltd.com