



ACHIEVING IT SERVICE EXCELLENCE

Boost Productivity with Excellent Service

Building a client-focused culture that is steeped in service excellence ensures your team is the “provider of choice” in today’s competitive environment and aids in the attraction and retention of top talent.

This highly interactive workshop provides the building blocks for a successful service strategy that allows you to position IT to deliver the right things to the right clients at the right time – rather than all things to all clients. You’ll gain new ideas and a new approach for handling even the most difficult service challenges.

Who Should Attend

This workshop is designed for IT professionals at any level.



What You Will Learn

After participating in this program, you and your team will be able to:

- » Develop an IT service strategy based on 5 key components clients want
- » Increase your client satisfaction
- » Understand and measure service through your clients' eyes
- » Identify, manage, and adjust to client expectations
- » Encourage client complaints to increase service levels
- » Develop strategies for handling difficult client situations
- » Make the most of each "Moment of Truth"

Delivery Options

Virtual Instructor-Led

Delivered in 4, 3-hour modules

Classroom Instructor-Led

Two-Day Workshop

Contact us for a detailed workshop agenda.

www.ouellette-online.com

To Learn More, Contact Kath Marston: kmarston@ouellette-online.com