



DEVELOPING CUSTOMER SERVICE PERFORMANCE STANDARDS

COURSE OVERVIEW

This program is designed to assist companies develop a clear set of documented expectations relative to how employees are expected to serve customers. The performance standards must be specific, measurable, achievable, and realistic as well as trackable.

COURSE OBJECTIVE

The facilitator interviews and observes employees both management and non-management to develop insight around the customer-focus culture within the company. The trainer also reviews performance objectives, job descriptions, customer survey data (if available), etc. to use as tools for developing the end product. Then with a team of both management and non-management employees from the client company, the facilitator assists in the documentation of performance standards that will be presented to upper management for approval and adoption by all company employees. A follow-up session can be conducted 3-6 months after implementation to identify areas for modification, if needed.