

What's in it for you?

Keep your customers coming back for more.

Every company knows how impactful great customer service can be, but few have a proven plan to build a service-oriented culture that will leave a lasting impression on the people they serve.

You want a culture that is dedicated to excellent service, where all employees are empowered to resolve issues and provide a great experience for your customers. It can be frustrating for business leaders to recognize that their organizations lack a service mindset. Employees might not even realize they have internal customers to serve. When that happens, friction and low collaboration are the likely results.

Without employees who are equipped to go above and beyond, customers can be left unsatisfied and looking elsewhere. Your employees and customers deserve to feel valued in every interaction with your company.

Our Legendary Service® learning journey teaches your people how to consistently deliver exceptional service that will support their colleagues, keep your customers coming back, and create a competitive edge for your organization.

Who should attend?

Everyone in the organization.

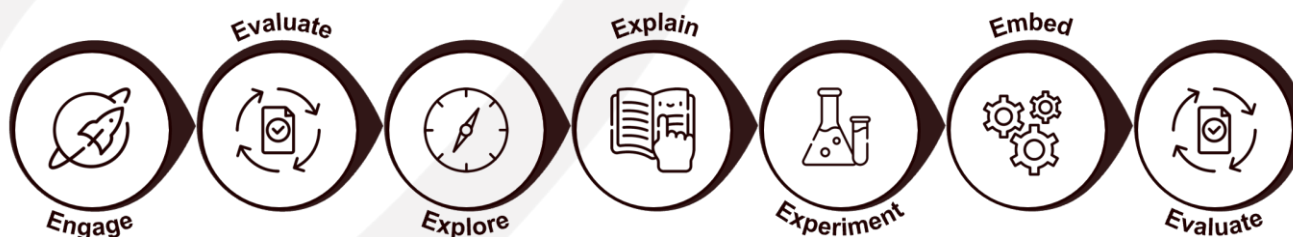
Check it out!



80% of companies say **THEY** deliver superior customer service but only **8%** of the **CUSTOMERS** think so!

Cegos Learning Framework

We apply our holistic and dynamic Learning Framework to build learning journeys that deliver more than just awareness of competencies and skills.



Every journey engages the learners beyond knowledge, learning step by step, to explore, experiment and embed their learning, transforming skills into performance.

By completing this learning journey, they will:

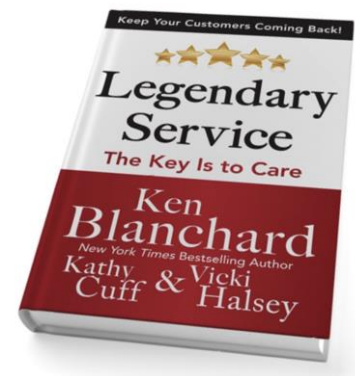
- Define their personal service visions.
- Identify customers' needs and wants.
- Practice their new skills for building customer satisfaction and loyalty.
- Develop strategies to empower themselves.

A proven model:



The Legendary Service® model

Best seller:



#MAKINGADIFFERENCE

Delivery modes:



Blended learning accessible in our [LearningHub](#).



Can be delivered **in-person and/or virtually** as most appropriate to you and your learners.

Duration: 14h total learning



6 hours of instructor-led learning.



8 hours of self-directed and on-the-job learning.

REF: LSR

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“The key is to care.”

#TIL