SuperService TM

Customer Service Goes...High Performance!

Often underestimated is the statistical link between employee commitment, customer service and growing the customer base. A 5% increase in customer loyalty can increase profitability by 25-80%. As demonstrated by our clients, SuperService© improves both employee and client attrition rates.

Participants are given the understanding and tools to change their attitude and mindset so that they are able to connect with their customers - both internal and external. In particular, they experience how not to be 'at the mercy' of the customer - internal or external. Finally, they walk away feeling touched, moved and inspired which enhances their desire to serve.

SuperService© helps employees to:

- Optimize on-the-job performance
- Resolve service issues quickly and accurately, ultimately escalating fewer calls
- Create a motivating environment where success becomes the responsibility of every individual
- Employ the right attitude with both internal and external customers
- Learn not to take things personally
- Enhance listening skills with the customer

- Handle effectively the angry or unhappy customer

- Work together as a team to maintain a high service standard

- Build customer trust and confidence

- Learn to follow up and follow through with the customer

- Understand and anticipate customer needs and expectations

- Bring energy and enthusiasm to every customer interaction

- Work towards customer loyalty on every call

- Do a great job even when they don't feel like it

- Learn that Monday's are no different than Friday's

- Use resources, including people, to stay focused

- Take ownership of the customer contact

SuperService Managers Toolkit on CD-ROM:

This 12-month coaching tool is for managers to work with their people to set SMART goals and to be

accountable for monthly improvement in service levels. Includes:

- 12 PowerPoint presentations, including notes for meetings on each topic
- Facilitator Guide for the managers 30-minute monthly meeting
- 12 Coaching sessions with exercises, motivational points, pointers, quizzes and tips for successful coaching
- Instructions on how to set SMART goals
- Video segments to motivate and enhance learning
- 12 motivational newsletters
- 55 visual reinforcement aids
- Screen saver with 50 motivational quotes

SuperService Client List

- 3Com
- Abbot Laboratories
- ACCO North America
- Adolfson & Peterson
-

Alliant Credit Union

-
Allstate Insurance

-
American Airlines

-
Amoco

-
Bally’s

-
Baxter Healthcare

-
Cardinal

-
Caremark Corp

-
CCH Legal Information Services

-
Children’s Memorial Hospital--Chicago

-
Combined Insurance of America

-
Computeach

-
Computer Associates

-
Computer Discount Warehouse (CDW)

-
John Crane Ltd

-
Culligan Water Conditioning

-
Designs of the Interior

-
Detecon

-
Devry University

-
Discover Card

-
DSC Logistics

-
Dynergy

-
First Midwest Bank

-
Follett Publishing

-
GE Medical Systems

-
Goss International

-
Great Lakes Credit Union

-
Health Tech

-
Hewitt and Associates

-
Hollywood Casino

-
Hyatt Hotels Corporation

-
IFAI

-
International Roofers Association

-
LaSalle Bank

-
Leapnet

-
Lucas Aerospace

-
MB Financial Bank

-
Motorola Inc

-
National Education Corp

-
Neumann Homes

-
NewlyWeds Foods

-
Nike

-
Nutrasweet

-
Outboard Marine Company (OMC)

-
Pepsi

-
PFG Financial

-
Pitney Bowes

-
Platinum Technology

-
Power Contracting

-
Prince Charles Trust

-
Princeton Review

-
Schwickerts

-
SecurityLink of Ameritech

-
Siemens

-
Special Olympics

-
St Anthony’s Memorial Hospital

-
Syntellect

-
Tap Pharmaceutical

-
Tarragon Training International

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Tellabs

-
UL

-
United Airlines

-
US Bank

-
Us Dept of Education

- Xerox

Our work brings us to all

parts of the globe. Here is a list of cities we have travelled to to help our clients.

- Singapore

- Kuala Lumpur

- Manila

- Hong Kong

- Seoul

- Sidney

- Melbourne

- Delhi

- Bangalore

- San Jose

- Caracas

- Rio DeJaneiro

- San Paolo

- Buenos Aires

- Mexico

City

- Krakow

- Warsaw

- Düsseldorf

- Hamburg

- Amsterdam

- London

- Edinburgh

- Dublin

- Chicago

- New York

- Las Vegas

- Los Angeles

- Scottsdale

- Huston

- Miami

- Fort Lauderdale
- San Francisco
- San Diego
- Tucson
- Portland
- Seattle
- Dallas
- Memphis
- Baltimore
- Washington
- Philadelphia
- Pittsburgh
- Buffalo
- Cleveland
- Milwaukee
- Minnesota

- Oklahoma City
- New Orleans
- Louisville
- Shreveport
- Detroit
- Boston
- Albany
- Hartford
- Newark
- Charlotte
- Raleigh
- Cincinnati
- St Louis
- Kansas City
- Colorado Springs

-
Denver

-
Reno

-
Toronto

-
Calgary

-
Vancouver

-
Edmonton

- Cairo, Egypt

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