

Service Excellence

Vs

Excellent Service

*Do you have the right team to drive Excellent
Service*

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Reinventing Business for Wealth Creation



Creating a culture of *high performance* and *operational excellence* is a quest not the treasure hunt

Thinking Differently

The customer is the most important visitor on our premises.

He is not dependent on us. We are dependent on him.

*He is not an interruption of our work, He is the purpose of
it.*

He is not an outsider of our business. He is part of it.

We are not doing him a favour by serving him.

*He is doing us a favour by giving us the opportunity to do
so.*

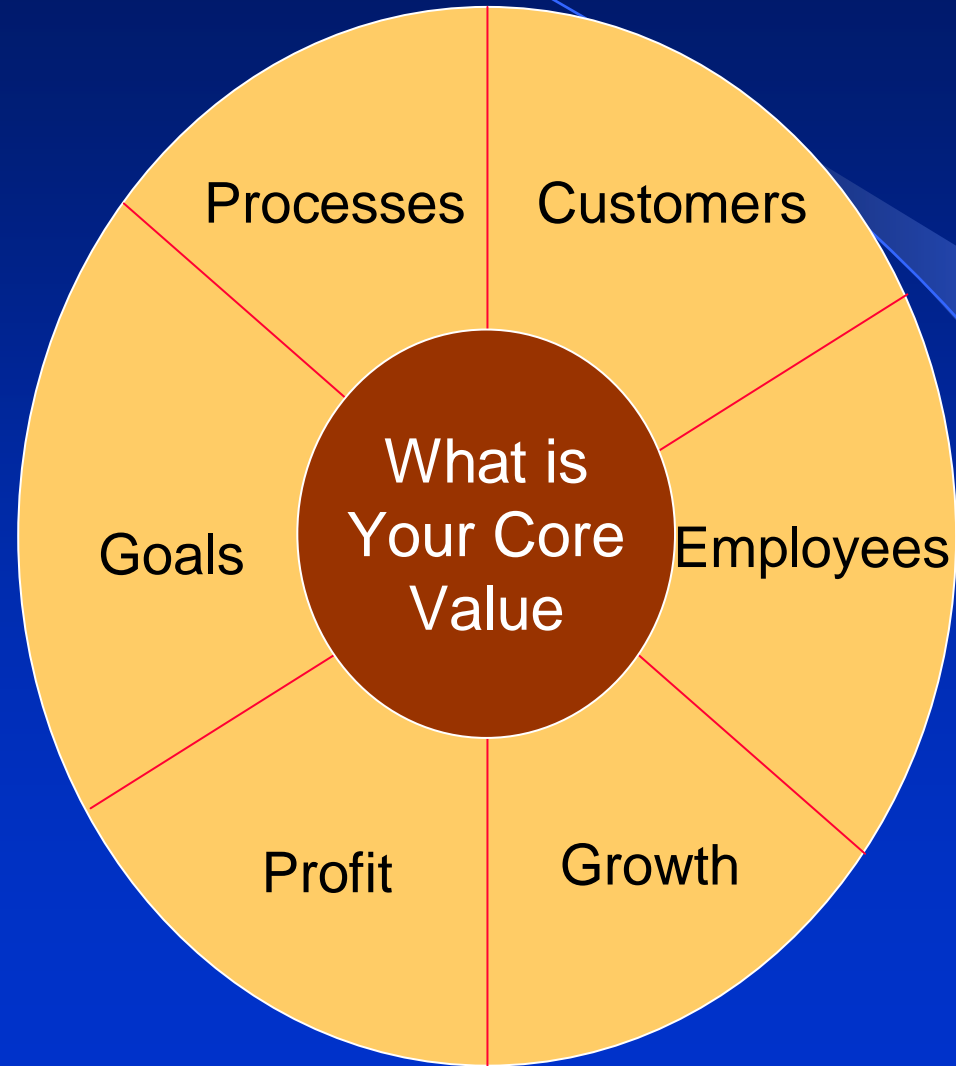
--Mahatma Gandhi

Service Excellence

Road Map to Service Excellence



Re-Energising for the Future



Re-Energising for the Future



Re-Energising for the Future

Leadership Function

- Manage and oversee department or division operations
- Operate within budget
- Hire and manage employees
- Attend meetings
- Control costs and waste
- Maintain and improve worker productivity
- Handle internal/external conflict
- Complete reports
- Maintain safe work environment

Leadership Purpose

- Inspire, lead and motivate employees to achieve greater goals
- Set the vision and mission for the department or division
- Be a mentor, coach and role model
- Ensure the team is aligned around a common purpose
- Provide direction, praise and recognition for a job well done
- Develop the skill and talent of their team

*Excellent
Service*

Re-Energising for the Future

The Six Pillars of Excellent Service

Pillar 2
**Business
Objectives**

Pillar 3
**Service
Standards**

Pillar 4
**Intervention
& Coaching**

Pillar 5
**Business
Alignment**

Pillar 6
**Monitoring
& Accountability**

Pillar 1
Service Culture Vision & Mission

Re-Energising for the Future

Customer Service

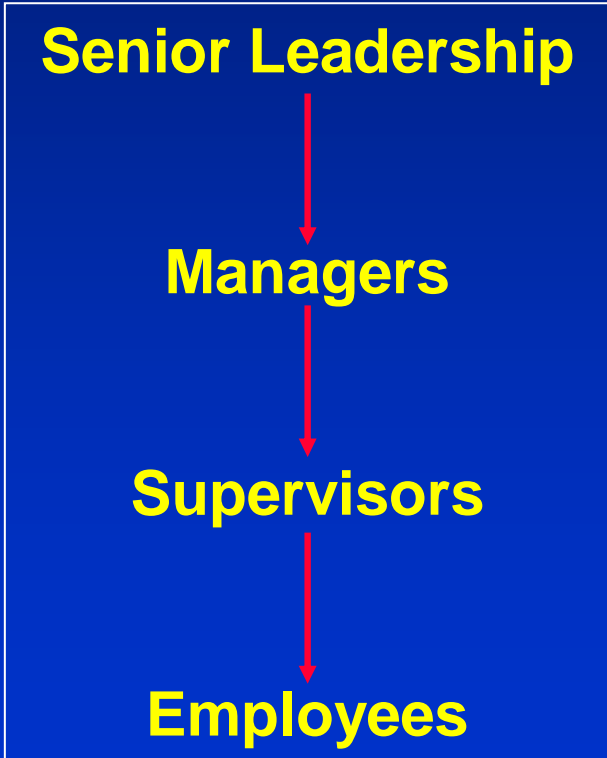
- Meeting Expectations
- Compliance with Needs Meeting Standards
- Warm & Friendly
Competent / Knowledgeable
- Focus on Function
- Customer Satisfaction

Excellent Service

- Exceeding Expectations
- Compliance and Anticipation
- Exceeding Standards
- Accommodating & Flexible
- Subject Matter Expert
- Focus on Purpose
- Customer Loyalty

????????

Creating a culture of Excellent Service has a Trickle Down Effect



Is Your Service credo:

- Known
- Clearly understood
- Relevant
- Aligned
- Discussed
- Acted upon
- Measured

S - Specific
M - Measurable
A - Achievable
R - Realistic
T - Time based

Re-Energising for the Future

Vision/Mission
Business Goals
Service Standards

Intervention &
Learning Strategy
Business Alignment

Measurement &
Leadership
Accountability

What's the Next Step

- **Assess** your team
- Determine your **Gaps**
- Devise a plan for **Improvement**
- **Involve & Empower** your employees
- Be a **Role Model** for Excellence
- Create a work environment that makes "Excellent Service" **Sustainable**, not a programme of the month
- Do not Compromise – be **Consistent**
- Remember... There is **No Excuse** for substandard service

Our WOW Checklist

The Customer Experience

Our front desk receptionist stands up, provides a warm, sincere, smiling welcome

Our front desk receptionist clearly provides their name and offers assistance

Our front desk receptionist clearly uses customer's name at least once prior to closing

Our front desk receptionist exhibits a sincere desire and compliance to all customer requests

Our front desk receptionist offers a personalised service or recommendations

Our front desk receptionist is efficient yet unhurried and sensitive to the customer needs

Our customer feels well served

Excellent Service is a Way of Life

Thank You

A Strategy for Driving
High Performance
Business Culture
and Elevating The
Customer
Experience from
Average to
Extraordinary

