

# Consistently Delivering Exceptional Service

Half Day Course

Rating: ★★★★★ 4.8/5



## Module 1:

### Service Philosophy: Responsibilities & Reputation

#### Learning Outcomes

- Deliver an informative, empathetic and professional service.
- Act as an ambassador for your organisation.
- Handle colleague and organisational shortfalls seamlessly.

#### Service Methodologies

- Challenging the 'Big Three' Service Clichés
- Establishing a Common Service Language
- Service Principles'
- Creating a Seamless Customer Experience

## Module 2:

### Service Standards: Approach & Mindset

#### Learning Outcomes

- Demonstrate the approach and mindset required to consistently deliver exceptional service.
- Identify the desired outcomes of customers to deliver tailored solutions.
- Improve internal communications and working relationships with colleagues.

#### Service Methodologies

- The Service Quality Framework'

## Location & Delivery Style

4th Floor  
One Great Cumberland Place  
London  
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Hamilton Mercer's training sessions are  
**Friendly, Highly Engaging and Humorous.**



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