

# Reaching for Stellar Service™



## Purpose

The purpose of this module is to explore the value of stellar service and the service provider's role in achieving it.

## Process

During the module, participants complete a variety of individual and group activities, partner discussions, and skills practices, video segments, and large-group discussions that explore the following topics:

- What stellar service means
- Benefits of customer loyalty
- Defining moments
- Three dimensions of service
- The STAR qualities
- Action planning

## Payoff

At the end of the module, participants will be able to:

- Describe what stellar service is and the challenges of delivering it.
- Discuss the benefits of customer loyalty to the service provider, the organization, and customers.
- Explain the importance of the service provider's role in building customer loyalty.
- Identify key defining moments in customer interactions.
- Identify and discuss the three dimensions of service.
- Describe the four key qualities that customers expect from stellar service.
- Use the four key qualities to evaluate and improve the service they deliver.

## Typical Time Investment

Time commitment Varies. Please discuss with your certified AchieveGlobal facilitator, or the authorized Distribution Partner. (4 Hours)



**achieveglobal**



Authorized AchieveGlobal Distribution Partner:

Contact: **Lisa Jean Smith**

**507-793-2879 or 612-419-0571**

**[learningjourney@roundlk.net](mailto:learningjourney@roundlk.net)**