

# Serving a World of Customers™



## Purpose

The purpose of this module is to help service providers learn and apply skills for providing helpful, sensitive, and respectful service that is tailored to customers' unique needs.

## 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 prevents respectful service
- A process for providing respectful service
- How to use the process
- Skills practice
- Action planning

## Payoff

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

- Explain the dangers of judging a customer based on assumptions about a group to which the customer may belong.
- Describe the benefits of improving service to customers who have unique needs related to physical ability, language, technology, or service expectations.
- Recognize cues that point to unique customer needs.
- Recover smoothly and quickly when a well-intentioned service action has a negative effect on a customer.
- Ask respectful questions to clarify unique customer needs.
- Generate options for meeting unique customer needs.
- Take appropriate action to meet unique customer needs.

## 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:

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