Fantastic Service Behaviors  
(Formerly Help Me to Help You)

Overview
This class is comparable to a customer service course. For the purpose of this course, a customer is anyone that needs something from the participant.

Participants will understand customer expectations by determining the underlying expectations of internal customers, recognizing levels of service, identifying common customer expectations and describing moments of truth.

This class was formerly listed as Help Me to Help You.

Target Audience
Service providers and frontline leaders

Learning Objectives
By the end of the workshop, participants will be able to:
- Identifying behaviors that constitute fantastic service
- Practice effective listening skills
- Using positive language
- Practice problem solving
- Demonstrating the Fantastic Service Equation

Competencies
- Communication

Course Content
- **Fantastic Service**: Learners are introduced to the customer’s expectations. A learning activity is conducted that help learners understand the five categories of customer expectations and how to recognize how the expectations are formed.
  - Effective Listening Skills
  - Positive language
  - Problem Solving
  - Fantastic Service Equation

Who Needs to Take This Course?

1. Do you know what barriers stand in the way of providing good customer service?
**Format / Length of Course**

Format: Classroom  
Length: 4 hours

**Cost**

$0 per participant for materials

**Required**

Customer Service Track  
Administrative Professionals Development Program

**Prerequisites**

None

**Related Workshops**

Creating a Service Culture for Leaders

**Pre-Work Required?**

None

**Manager Actions Required**

**Pre-Class:**
- Talk with your employee about strengths and developmental opportunities related to the competencies.
- Relate the information from the course to their job specific responsibilities.
- Ask the employee how they believe they will benefit from the workshop.

**Post-Class Support:**
- Have a discussion with the employee about their impression of the workshop.
- Help the employee identify situations where they can apply the course content.
- Give the employee feedback about how they are demonstrating the behaviors