

Service Empowerment for Exceptional Service



Decide with Confidence

Service Empowerment for Exceptional Service is not just about keeping our customers satisfied, it allows us to wow our customers with promptness, speed, accuracy, availability, creativity, and flexibility, through the power of self-empowerment.

By creating positive experience for our customers at every point of interaction, we are transforming the organization culture towards long-term customers' relations, leaving with the customer a great impression of doing business with our organization.

Service Empowerment for Exceptional Service will make an incredible difference in your organization. This 1-day course will show your employees how to recognize and attain the service attitude to overcome difficulties, win people over, turn problems into opportunities, and adopting a new mindset of service in the 21st century.

Here's **Service Empowerment for Exceptional Service** for individual members of the organization to exercise empowerment as a tool to focus on providing timely service recovery to their customers and energize the overall service level of the Organization. This workshop stresses the importance of individuals' roles in providing exceptional service, and how each individual can contribute to the overall success of the Organization, maintaining professionalism in constant lookout for work improvement and creating smoother processes to keep our customers happy.

Power of Self-Empowered Quality Service

- Definition of Self-Empowerment in Service
- Benefits of Self-Empowerment in Service
- Changing Service Mindset for the 21st Century Service Expectation

Creating Positive Customer Experience

- Defining Customer Experience
- Difference between Customer Service & Quality Service
- Definition of Customer and Exceptional Service

Foundation for implementation of Empowerment

- Taking away the fear of Empowerment
- Competence Defines
- Understanding Your Personal Accountability and Responsibility in Empowerment
- Identifying Service Points and Flash Points

Knowing when to exercise Self-Empowerment Service

- Assessing the situation to exercise the options for Empowerment

- Understanding the Customer Needs and Intentions
- Know the boundary of your empowered authority

FEELINGS®: AN EVERYDAY PASSION

- Feel Good about Yourself (Attitude =Performance. Service Begins with You)
- Enthusiasm (Understanding Passion in Profession)
- Elevate Others (Forging of Effective Relationships)
- Leading Light (People are a reflection of ourselves)
- Influencing Others (Understanding the Leadership in You)
- Needs Analyzing (Understanding the Basic; Surprise; and Anticipation Needs)
- Group Dynamics (Establishing the concept that when everyone participates, organization gets smarter!)
- Self-Awareness (Power of Self-Talk. Service Ends with You)

Profile of Peter Ng



Peter Ng is a business consultant, seminar speaker, workshop leader, and a life coach. He delivers over 100 programs a year in Singapore and the Asia region. He has been invited to speak and train in the USA, Mexico, The Bahamas, Australia, Indonesia, Laos, Myanmar, Vietnam, Malaysia, and many other countries. His reputation as an inspiring, exciting, and change-producing speaker, trainer and coach gives him global acclaim. Peter inspires his audiences to greater levels of achievement by stimulating the human potential and using powerful delivery and new insights to teach and motivate.

Peter, who is a Founding Member of the **Asia Professional Speakers - Singapore** (APS), an affiliate to National Speakers Association (NSA) USA, graduated from Walt Disney's University with a major in Customers' Psychology and holds a Master of Arts degree in Tertiary, Adult and Continuing Education, University of Hull, UK. **Service Quality Institute, USA**, has appointed him as their Asia Pacific Representative. He is also the co-Founder and former Academic Dean of **Professional Speaking and Training Institute** (PSTI), an institute which helps individuals grow in their career and as professional speaker and trainer.

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Date: 12 June 2009, 9am – 5pm
Venue: Grand Park Plaza Hotel, City Hall

Fee: [] S\$390 for D&B Subscriber [] S\$480 for Non-subscriber
(Includes materials, refreshments and lunch)

EARLY BIRD – Fax in your registration before 12 May to receive a 10% off usual fee
Or, GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off usual fee

Fax the completed registration form to 6778 3853

Participant(s) Information

Name 1: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Name 2: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Name 3: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Company's Information

Name of Company: _____
Address: _____ **(Postal Code)** _____
Telephone: _____ **Fax:** _____

Liaison Officer: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Payment Information

[] D&B subscription units (Account no: _____)

[] Cheque (+GST) Payable to: **Dun & Bradstreet (Singapore) Pte Ltd**

[] VISA [] Mastercard [] Amex

Card no: _____ **Expiry date:** _____

Signature: _____

Cancellation Policies

1. A seat will be reserved upon receipt of completed registration form, and confirmation of seat upon payment received
2. A substitute participant is welcome at no charge should you not be able to attend. Please provide the necessary details. Only cancellation made 7 working days before commencement is entitled to full refund of seminar charges. No refund thereafter including no show during day of commencement. A complete set of materials will however be sent to you.
3. D&B reserves the right to postpone or cancel the seminar for reasons whatsoever. In such a case, D&B will provide a full refund to registrants who have made payment towards the event and such registrants shall have no claims against the company
4. D&B reserves the right to change venue due to unforeseen circumstances