

# Building Excellence Training Program

## **Objective**

To provide participants with tools to manage challenging customer situations, to emphasize personal commitment to the organization, and to develop a personal action plan to build excellence into their service.

## **Who Should Attend**

- Front line staff
- Supervisory staff
- Management

## **Session Details**

- Half (1/2) day session; 4 hours
- Between 15-20 participants
- Interactive format
- Take-away manual for individual participant
- Certificate of Recognition, and lapel pin upon completion

## **Benefits to Business**

- Great follow-up program 6-12 months after completing SuperHost, Team Excellence, or Service Excellence
- Can be used as a personal work plan for improvement
- Indicates employee's commitment to continuous improvement

## **To Book Your Session or for more information please contact:**

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## **Program At A Glance**

- Commitment determines Confidence
- Identify how we demonstrate our commitment to our job
- Describe the impact of our commitment to:  
Our Profession  
Our Organization  
Our own Professionalism  
Our Customers
- Success in spite of Challenges
- Describe personal, company and customer challenges that can impact the customer's experience
- Identify coping mechanisms to minimize stress in the workplace.
- Building Excellence
- Describe your customers and their expectations
- Examine key service deliverables and their application to your organization
- Identify a personal action plan to initiate enhancements to the customer experience in your organization