



## **World Class Service Leadership Programme**

### **Service Leadership and Coaching**

#### **Overview**

World Class Service has a strong track record in working with prestige clients to help them improve service leadership skills to award winning standards. Based on this success we have decided to run a limited number of 2 day master classes so that team leaders and department managers can get up to date market information, a clear understanding of why successful business in 2010 is more than ever reliant on great service and structured way of implementing improvement. The programme covers how to implement high performance standards, how to establish a positive service culture and key tips on how to keep the team motivated through times of change.

#### **Who is this programme for:**

This programme is ideally suited to team leaders, supervisors and department managers who want practical advice and training on how to deliver consistently high levels of performance through their teams.

#### **Is there a formal qualification?**

There is no formal qualification from this workshop. The programme is business focused, desk ready, practical and based on successes over the past 4 years.

#### **What does the programme cover?**

1. Market update 2010, trends, issues and implications
2. Business impact of service issues
3. Personal implications of world class service performance
4. Personal Motivation
5. Motivating others
6. 3 key steps in customer service leadership
7. Establishing high standards
8. How to keep the momentum
9. Recruiting for world class performance

10. Coaching skills
11. Customer recovery if things go wrong
12. Personal action plans

### **How is the programme delivered?**

The programme is lead by Howard Raynor the Managing Director of World Class Service Ltd. The format includes formal presentation, case examples, discussion, group work, planning activity and incident walk through.

This 2 day programme includes hand out pack and continuing on-line support at World Class Service Ltd

**Please note: There are just 15 places on the programme to ensure a high level of engagement and participation.**

Howard has 30 years of experience in hospitality and events management including Departmental management, General Manager, Chief Executive roles.

### **Where is the programme delivered?**

The programme will take place at The Lowry Hotel, 50 Dearmans Place, Chapel Wharf, Salford M3 5LH. This excellent Rocco Forte hotel provides a useful back drop to seeing service standards in action.

### **When is the programme running?**

The 2 day programme will run on Thursday 4<sup>th</sup> March and Friday 5<sup>th</sup> March 2010. The programme is **NOT** residential

### **What does the programme cost**

Cost per person attending is £295 plus VAT and includes all hospitality on the day, hand outs, follow up and on line resource support through the World Class Service web site.

Please note that for small businesses the programme can be supported by Business Link by up to 66%. Talk to us or Business Link for more details.

## Interested ?

Contact Louise Hargreaves or Howard Raynor at World Class Service Ltd on 0161 456 6007

Or via e:mail at [louise@worldclassservice.co.uk](mailto:louise@worldclassservice.co.uk) or at [howard@worldclassservice.co.uk](mailto:howard@worldclassservice.co.uk)

## What our Customer Say about our programmes

*"All relevant."*

*"Thought provoking, very different, workshop style worked well, very relaxed & use of examples - Highly effective."*

*"The training was particularly beneficial and useful as a whole and not just one aspect of it."*

*"The course was delivered at a great pace and it motivated me to want to give input on delivery of standards."*

*"Very good course in an excellent environment, delivered at a pace easy to understand, an excellent trainer."*

*"Really enjoyed the course, learnt lots about methods of customer service so it can be quantified and taught"*

*"Many thanks for a FANTASTIC course again !"*

## Is there a wider programme of World Class Service Courses?

If you are planning for courses for later this year World Class will be running master classes in sales and change management. Please call us if you would like to hear more about these courses.