



## **World Class Service Leadership Programme**

### **Service Leadership and Coaching Course**

#### **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 courses so that team leaders and department managers can get up to date market information and a clear understanding of why successful business in 2010 is, more than ever, reliant on great service. The programme also covers how to implement high performance standards, how to establish positive service culture and key tips on how to keep the team motivated through times of change.

#### **Who is this course for?**

This course 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 accreditation or qualification from this course. The course is business focused, desk ready, practical, and based on successful business delivery in the past 4 years.

#### **What does the course 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 course delivered?**

The course 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 course includes hand out pack and continuing on-line support at World Class Service Ltd.

**Please note: There are just 15 places on the course 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, and Chief Executive roles.

### **Where is the course delivered?**

The course 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 for seeing service standards in action.

### **When is the course running?**

The 2 day course will run on **Thursday 20<sup>th</sup> & Friday 21st May 2010**. The course is **NOT** residential.

### **What does the course 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.

## Interested?

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

Or via email 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!"*