

Service Excellence Conversations

Regular conversations that are service excellence specific confirm to new (and existing employees) that the business has a strong and continuing service excellence focus that is every employee's responsibility.

For Service Excellence Conversations to be effective, **they must be regular** - either one to one or in a team setting. You may like to provide questions to employee/s ahead of time to allow time for them to consider their responses.

As little as 1 question once a week can improve the service confidence, attitude and focus of your team.

What do you believe are examples of excellent customer service?

A way to gain an indication of what an employee considers as excellent service. It's not unusual for employees to have different ideas and different expectations and the more you know, the more you can help them grow.

When do you find it difficult to provide excellent service to customers?

Allowing staff to confirm challenging times and areas confirms you don't expect perfection, you value honesty and you aim to support.

Where do you think our customers would like us to improve?

Although this is the employee's perception only, this question encourages them to engage their empathy and think like the customers.

Where do you think you need training and why?

Staff who identify their own hard skills (technical) and/or soft skills (people skills) training needs are more likely to proactively seek out and willingly attend professional development opportunities.

Why do you think we have a strong focus on service excellence?

A good way to confirm employees not only understand your customer service standards but know the value of their service skills in the business.

