



Above the Line Service

“Customer service is an attitude...not a department.”
– Mo Hardy

COURSE OVERVIEW

To really understand what separates **excellent** service from **average** service, all you need is a line. That’s right...a simple line. Excellent service is above the line, and average service is below the line.

While we each have a personal line by which we judge customer service success, there are some behaviors that are undeniably above the line, including problem resolution, a customer care mindset, empathy and resiliency. How we deliver on these behaviors creates a “feeling of service”, whether good or bad, and that feeling can impact your relationship with the customer, the company’s reputation, and ultimately your company’s success.

This course focuses on 4 key skills that are linked to “Above the Line” service.

- **Problem Resolution** – approaching your customer’s request in a consultative, solution-focused way
- **Customer Care Mindset** – delivering excellent service requires an “ALL IN” mentality and genuine care for your customer
- **Empathy** – picking up the emotional cues of others and responding appropriately
- **Resiliency** – bouncing back from a tough customer encounter and managing emotions in an effort to respond instead of react

Through skill development and real-world application, each “Above the Line” skill will cultivate a renewed spirit of service excellence and give your team members elevated tools to deliver “Above the Line” service with each interaction.



“It takes months to find a customer and seconds to lose them.”
– Vince Lombardi



Customized with your real-world scenarios & designed to meet your desired outcomes.



Above the Line Service

bonfire
TRAINING

LEARNING OUTCOMES

Know the impact mindset has on service

Understand that service is a feeling

Learn enhanced problem resolution skills

Learn how to pick up on emotional cues

Know how and when to use empathy

Learn resiliency & self-management tools

Create a custom "Above the Line" service plan

BUSINESS OUTCOMES



Improved Team Morale



More Self-Reliant & Empowered Employees



Consistency of Excellent Service



Fewer Customer Complaints



Enhanced First-Interaction Resolution



Improved Customer Satisfaction

WHO SHOULD ATTEND?

All team members who interact with external and internal customers.

PROGRAM FORMAT

One-day onsite instructor-led session that can be split into shorter sessions to accommodate schedules.

Live Remote Training options are also available.

Presented in a multi-media, fun, interactive manner with group exercises to engage participants.

Materials support additional learning reinforcement.



Contact us to explore how we can meet your training goals!
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