

Lima, 08th of noviembre of 2017

To: SERVICE QUALITY INSTITUTE

Since 2004 in Escuela Servicios de Excelencia (ESEPERÚ from Lima – Perú) we are implementing the successful training programs in customer service created by the SQI.

Benefits of the training programs:

- Are very agile, entertained and use demonstrate techniques for immediate applicability.
- Present cases filmed that happen in every business and allow a very constructive analysis.
- Improve service behaviors and attitudes of the participants.
- Strengthen the culture of teamwork that today is basic in any organization.

Thanks to these programs, professionally designed by the SQI, we have been able to impact more than 100.000 Peruvians (workers of different levels and leaders) who today have a strong service culture.

I recommend these programs to every leader of service that want to build a true business strategy use the following plan of culture of service with the following programs.

First year:

- Feelings
- Loyal for Life
- Empowerment

Second year:

- Speed
- Handling Irate Costumers
- Moving up

Third year

- Remember Me
- Video Library Service First.

For the team of leaders in addition to the above, it is essential to carry out "Coaching for Success" another SQI program.

Thanks to SQI and its President Mr. John Tschohl to provide these modern programs, useful to raise the level of service in the companies.



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Presidente
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