

Creating A Service Culture

Why Use Service Quality Institute

Develop A Service Culture to Keep Customers, Build Market Share and Improve the Performance of Your Entire Workforce.

• **SQI's** technology:

1. Designed to:
 - a. Change attitudes and behaviors
 - b. Teach the art of customer service
 - c. Build employee morale, teamwork and communication
2. Facilitator materials require employees on site with these three skills:
 - a. Enthusiasm
 - b. Peer respect
 - c. Customer service role models
1. Eliminates 80 percent of employee's training time. This is the most expensive part of training.
2. Eliminates the need for external and internal trainers and consultants by 95 percent because our technology is idiot proof and goof proof. This way staff on site can skillfully conduct the training.
3. Eliminates 95 percent of travel expenses because training is done on site by the organization's own employees.

- **SQI** is the global leader in developing a culture of delivering superior customer service.
- **SQI** focuses solely on quality customer service and service strategy.
- **SQI** is celebrating its 45th year in business and 35 years focusing exclusively on customer service.
- **SQI** has trained over 1 million people across the world with proven technology.
- **SQI** has 20 customer service products available in Spanish. No firm in the world has this depth of Spanish product.
- **SQI** has a better grasp and understanding of how to motivate front-line employees than anyone else in the world.
- **Certification** seminars are available to help drive the service culture.

- **Online** learning is available.
- **SQI** is the only company in the world that has enough technology where new programs can be introduced every four to six months in order to create a culture change and sustained commitment to quality service.
- **Your** internal and external customers demand superior service 24 hours a day, 7 days a week, year after year. One shot programs deliver one shot results.
- **Our** technology is inexpensive. If labor costs, travel expenses, training and consulting salaries and training product are all combined, we believe nobody can match our price and quality.
- **SQI** can help your organization measure its return on investment monthly, quarterly and annually.
- **John Tschohl's service** books can help drive the customer service message strategically and change behaviors and attitudes. They are used as a reinforcement tool to provide a sustained commitment to customer service excellence.
- **SQI** will tailor, personalize, and customize our technology to any degree your organization wants without limitations.

Contact **SQI** now to move forward on
Creating a Service Culture.



©MMXIII Service Quality Institute

For Additional Information or To Order, Call or E-mail:

9201 East Bloomington Freeway Minneapolis, MN
55420-3497 U.S.A.

E-mail: quality@servicequality.com

Web: www.customer-service.com

Phone: 800-548-0538,

952-884-3311

Fax: 952-884-8901

