

Moments To Memories – Program Schedule

Time	Program Schedule
9:00am	<p>Introduction and program objectives</p> <p>Face Service Challenges</p> <p>Understanding Triggers, Service Challenges, and the FACES of Customer Service</p> <ul style="list-style-type: none"> • What are common triggers? • What challenges triggers may lead to? • The FACES of Customer Service • Creating WOW from challenges <p>Written Assessment</p>
10:30am	Tea Break
10:45am	<p>Effective Communication – Visual, verbal and vocal communication</p> <p>Personal reflection and action planning</p>
12:30pm	Lunch
1:30pm	<p>Steps to WOW from challenges</p> <p>Service recovery LEAF</p> <ul style="list-style-type: none"> • Listen • Empathise • Act & Apologise • Follow up
3:30pm	Tea Break
3:45pm	<ul style="list-style-type: none"> • Role Play Practice • Role Play Assessment • Personal reflection and action planning • Summary and workshop evaluation
	End