

THE SERVICE FACTOR

Getting everyone on
the same service page



proteus
LEADERSHIP
creating great leaders

Online Learning Program

Program Overview

By the end of the program participants will have rediscovered the importance of both internal and external customer service.

They will be able to develop strategies and techniques to provide positive, passionate and professional service to both their customers and across their organisation.

Participants will create a shared understanding and language to drive the service factor across their team or organisation.



Topics

Topic 1 The Service Factor Model

Topic 2 Internal Customer Service

Topic 3 Service Or Servile

Topic 4 The Customer Service Gene

Topic 5 The Service Factor Model - Systems

Topic 6 The Service Factor Model - Style

Topic 7 The Service Factor Model - Surprise

Topic 8 The Service Factor Model - Sorry



Online Learning

This workshop is offered as an **online learning program**.

This **self-paced** option puts the individual in control of their own learning whilst still offering the same level of interaction, resources and content as our face to face or virtual workshops.

Online learning is perfect for people who work full time, lead busy lives or like to learn in a flexible way that allows them to choose when and where they want to complete training.



Interactive Manual

+



Certificate Of Completion

+



Digital Badge

Investment Online Learning Program

Self-paced Program

Participants can commence the program at any time throughout the year.

\$295 per person + GST

Group Bookings

Why not purchase a **Group Package** where multiple staff members can learn at their convenience? Email us today to discuss options: online@proteusleadership.com or call us on: **1300 219 903**

In-house

All of our programs can be conducted as virtual or face-to-face In-house programs. Proteus can also customise an In-house program, tailoring it to your company's needs. Contact our team to discuss your requirements on: **1300 219 903**

Cancellation Policy: Payment is required before the commencement of training. All payments within 7 days of the program date must be paid by credit card or direct debit. Refunds will not be given within 7 days of the program date. Transfers to another program date or a replacement person, can be made up to 48 hours prior to the program, if submitted in writing. No refunds or transfers can be made after this time. Proteus Leadership reserves the right to change the facilitators/speakers or the advertised price.

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