

AWESOME CUSTOMER EXPERIENCE



This fun-filled interactive teambuilding introduces organizations to key interactive soft-skills elements associated with customer service. The workshop consists of modules that will up skill participants with high impact professional interactive skills such as verbal and non-verbal communication.

The activities are designed to promote bonding and building a solid foundation in inter-personal relationship. It is a journey where individual players discover the values of team dynamics: synergy, camaraderie, leadership and interpersonal prowess! It is a program that will unleash their potential, bond them memorably and challenge them to outperform themselves to reach greater heights!

Program Outcome:

To acquire the mindset of creating an awesome customer experience

To learn basic service skills in handling customers

To enhance team bonding through fun and innovative problem solving activities

To challenge participants to move beyond their comfort zone

To have fellowship and fun learning in a learning environment

Module 1: Team Formation & Priming

- Camp Rules, Housekeeping & Safety Briefing
- Team Synergy - Banner & Cheer

Module 2: Understanding the Needs of the Customer

- The 'Jeffrey Special Delivery' Challenge
- Service Excellence is Not a Dept, it's a Mindset
- Understanding the Needs of a Customer
- The Master Keys to Creating Awesome Customer Experience (ACE)
- The WOW Factor

Module 3: Creating Team Synergy

- Infernal Affairs – Concept of Trust
- How to Build Trust in Teams
- The 'Trust' Experience
- Loke's Balloonology – From Ordinary to Extraordinary

Module 4 Synergy Power

- Balloonology - The Unbreakable Challenge
- Lessons Debrief
- Participants Sharing & Shared Values Contract

Closing Ceremony

Note: Activities subject to changes depending on venue & weather conditions.

Duration : 2 days

Facilitator
K W Loke