



Inclusive Service Excellence



Instructor-led. Virtual and in-person options.

New: OTEC's Inclusive Service Excellence workshop equips service professionals with the knowledge and skills to meet the needs of a diverse customer base.

This dynamic and interactive workshop equips participants with the tools to go beyond basic customer service to create exceptional service experiences for their customers.

SESSION DETAILS:

- Full-Day, interactive workshop
- Instructor-led, either in person or virtually
- Participants receive a certification upon completion
- Delivered by certified, experienced trainers

DESIGNED FOR:

- Front-line service staff
- Supervisory staff
- Managers

LEARN HOW TO:

1. Compare diverse views of elevated guest service
2. Embrace customer diversity to provide inclusive, anticipatory and elevated service
3. Recognize unconscious biases and how to overcome them for more inclusive interactions
4. Recognize moments of truth to use empowerment to elevate the guest experience
5. Identify welcoming first impressions and describe the impact to an elevated guest experience
6. Apply a diversity and inclusion lens to the professional, proficient and proactive service behaviour guidelines