



Stacey Oliver-Knappe works with companies who want to create superior customer experiences, improve business results, and increase employee engagement.



What clients have to say

We did a [customer] survey a couple of months ago [after program] and received positive feedback about contacting the office and talking with staff...things like that. The vibe around here has stayed pretty positive. – S. McKenna

Our trainings have helped strengthen our team and I look forward to working together again in the future. – L. Fisher

I have heard a lot of positive feedback from everyone about the program and they still talk about the things you went over. Thank you for all of the follow up emails, those are very helpful as well. - T. Susla

This is a great program for new staff and front lines; builds a great foundation to increase knowledge. – Anonymous program evaluation

Great program. Enjoyed the teacher [Stacey] and was happy with her and class engagement. – Anonymous program evaluation



Improve your customer service performance!

- Deliver to your participants an engaging and relevant customer service program
- Create a service culture by developing your leaders and supervisors
- Improve your team's power, by having them profiled and participate in DiSC analysis
- Discover your organization's strengths and opportunities through mystery shopping
- Mitigate legal and service recovery risks by continuously developing employee knowledge
- Update your onboarding training to help employees provide the best service starting Day 1

Stacey Oliver-Knappe knows customer service training. She works with businesses who understand delivering superior customer service is a market differentiator and strategic advantage. She trains employees and leaders in all aspects of communication and service. She is a member of the National Speaker Association and Greater Orlando Organizational Development Network, and an author in the anthology, *Compassion@work*.



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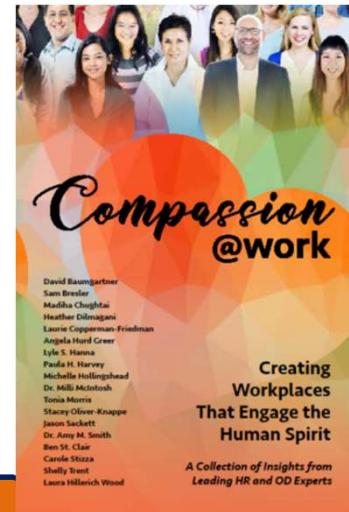


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Six Questions to Create a Superior Service Culture

By Stacey Oliver-Knappe

- 1. What does your Day 1 of New Hire Orientation look like?** Does it set the tone, “We are an interesting exciting company, providing excellent service,” or is it signing paperwork and dumping data?
- 2. How do you initially train customer service?** Is it with a facilitator, e-learning, or 1-on-1 instruction? How do you ensure your standards are being trained? How much practice time is included throughout the new hire training curriculum?
- 3. Are you teaching employees the technical knowledge needed to be 110% correct during every customer engagement?** How are you sure what you are training is the most up to date information?
- 4. What does your Quality Assurance program look like?** How frequently are employees being monitored? How is the feedback delivered to nurture improvement?
- 5. How do employees know when policies and procedures change?** Is it housed in a knowledge base, electronically communicated, or some other format? Who verifies employees understand it?
- 6. How are you helping employees manage the technology involved in doing their jobs?** Are your systems and technology policies helping or hurting your employee interactions with customers?



“Training Compassionate Service
in a Cynical World”

Stacey’s chapter in the anthology,
Compassion@work.

From an Amazon Review:
"This book is a Must Have, Must Practice for
any workplace."

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