

CUSTOMER SERVICE STRATEGIES IN FACILITY MANAGEMENT

Practical strategies in meeting facility management customers' expectations

This two-day workshop is designed for facility management practitioners who recognize that success of any business depends on customer satisfaction. This workshop will provide the links between customer identification, service delivery and alignment of expectations.

Customer oriented facility management will assist participants in establishing and managing their organizational image and customer perception.

The **focus** of the workshop will be on enabling the participants to realize the ever changing evolution of the facility management profession, and the interdependency of service delivery methods and customer satisfaction. What makes an organization successful?

In this workshop, we will discuss various ideas related to **customer categories**, **performance measurement criteria**, **alignment of expectations**, **service delivery management**, and **customer feedback**. We will look at designing strategies as opposed to simply avoiding failure when it comes to your customers.

Who Should Attend:

All employees who perform facility management works, who:

- are involved with internal and or external customers,
- wish to improve the level of customer service of the facility management function

Workshop Objectives:

By the end of the two-day workshop, the participants will learn about quality in service delivery and alignment of customers' expectations.

Workshop Outline:

- 1 Customer Service in Facility Management**
 - 1.1 Introduction
 - 1.2 Quality of Product versus Quality of Service
- 2 What is Facility Management?**
 - 2.1 Why Facility Management?
 - 2.4 The Process of Facility Management
- 3 The Concept of Quality Customer Service**
 - 3.1 Why Should it Matter to You?
 - 3.2 Why it Matters to Your Facility Organization
- 4 Practical Strategies to Facility Management Customer Service**
- 5 Be Proactive with Your Customers**
 - 5.1 Opportunities for Proactive Customer Service

6 Effective Communication

7 Service Recovery

8 Dealing With Challenging Customers - Cases

- 8.1 Angry Customers
- 8.2 Unhappy Customers
- 8.3 Argumentative Customers
- 8.4 Talkative Customers
- 8.5 Non-Talking Customers
- 8.6 Habitual Complainers
- 8.7 Rude Customers
- 8.8 Demanding Customers
- 8.9 Indecisive Customers
- 8.10 Abusive Customers
- 8.11 Customers with Heavy Accents
- 8.12 Conclusion

9 Quality Customer Service.... It's All About Attitude

- 9.1 A Positive Attitude is a Must Because Customer Service is Difficult
- 9.2 How To Survive
- 9.3 It's a Choice You Make
- 9.4 Suggestions to Developing a Positive Customer Service Attitude

10 Taking Care Of Yourself

11 The Customer Service Team

- 11.1 Co-Workers As Part of Your Team
- 11.2 Customers As Part of Your Team
- 11.3 What is a Team?
- 11.4 Why Does Teamwork Work?
- 11.5 Qualities of a Good Team
- 11.6 Qualities of a Team Player
- 11.7 Barriers to Teamwork
- 11.8 A Blueprint for Team Building
- 11.9 Developing Good Teamwork

12 Conclusion

- 12.1 The Future of the Customer Service Job

13 Resources

14 Exercises and Handouts

Methodology:

Interactive Based Learning

- Lecture & Facilitation
- Activities (games, group discussions, learning application)
- Tools, templates
- Participants' discussion and presentations
- End of day review – 30 mins (review learning, reflection, action, questions, feedback)