We All Win: Fanagalo™

_Business Lessons From the African Bush_

_Customer Service with Authenticity (Film 1 of 2)_

Surprise and Delight
Exceed Expectations
Create Viral Storytellers
Keep It Real
We All Win: Fanagalo™
Customer Service with Authenticity

It’s Time.
Hit the Reset Button.

Re–Imagine:
Leadership
Business
Organizations

Restore:
Ourselves

The materials in this PowerPoint presentation visual learning aide have been designed to develop certain and specific knowledge and skills. Much time and effort have been spent writing and testing these materials to ensure that they are effective for their purpose.

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Discussion Points

• How we ensure people all contribute equally to exceptional service through a shared vision and desire to be the best.
• The importance of understanding guest expectations through communication that clarifies understanding with all parties.
• Providing a service experience so authentic, aware and respectful that customers leave sharing with others by word-of-mouth – true stories of their own about their unique experience.
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Customer Service with Authenticity

Discussion Points

• The importance of evaluating and constantly looking for new and surprising ways to change and develop our service deliverables.

• How to stop pushing and instead letting the customer relationship happen and the story develop.

• What it means to truly “delight” every customer and how the whole team contributes to every customer experience.
What are your greatest challenges in providing exceptional service?
Key Points

• The importance of sharing real and true information as a powerful and critical tool of service.

• Constantly looking for ways to change and develop what we are providing customers.

• The power in truth, in being authentic and understanding the real needs and desires of our customers.

• How customer relationship are changing in every industry and every country—why is authenticity critical to connecting?
Key Points

• How a shared desire and daily call to action to be the best—individually and company-wide can drive real change.

• Why we must be 1000% devoted to the mission of creating a positive experience— and how we accomplish it.

• Developing our own personal experiences and personal story as it relates to service.

• Creating an experience so unique and authentic that the customer leaves sharing a positive viral story about it and you.