

RESET & RE-IMAGINE™ the Future—Digital Content Library & Series

Re-Imagining—Leadership, Business and Organizations.

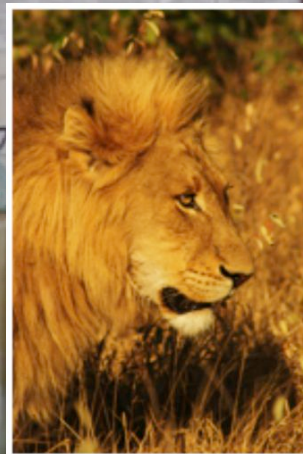
Restoring—Ourselves.

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*



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Customer Service with Authenticity

It's Time. Hit the Reset Button.

Re-Imagine:
Leadership
Business
Organizations

Restore:
Ourselves

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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.

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Customer Service with Authenticity

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.