

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

Re-Imagining—Leadership, Business and Organizations.

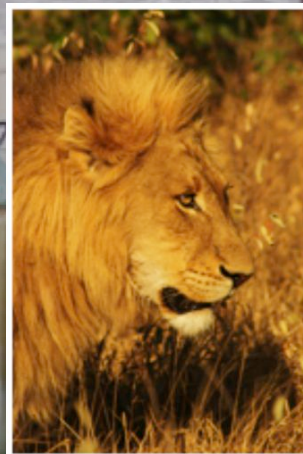
Restoring—Ourselves.

# 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.

# 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, let 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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# What are your greatest challenges in providing exceptional service?



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# Service Drivers

- World
- Industry
- Customers



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# Digital Media Focus Areas

- Group One – How do we ensure people contribute equally when it comes to service?
- Group Two – Understanding guest expectations.
- Group Three – Providing an experience so unique that customers are inspired.
- Group Four – Stop the PUSH, don't force your story.

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## Focus Area Discussion

- Key elements of your concept.
- Your thoughts on how the concept relates to your service challenges.
- A specific organizational/team situation where you think you could utilize the concept.



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# Future Service Professional Skill Set

- Identify three skills of the future service professional.
- Fill in your assessment.
- Rate yourself in relation to the skills.
- Identify improvement areas.



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# Going Deeper With Customer Relationships

- Connect with the Customer.
- Follow Through and Do What You Say You Are Going to Do.
- Exceed Expectations–Do a Little Extra.