

Customised Service Diagnostic

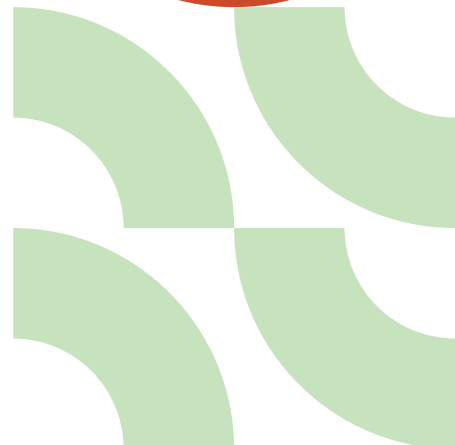
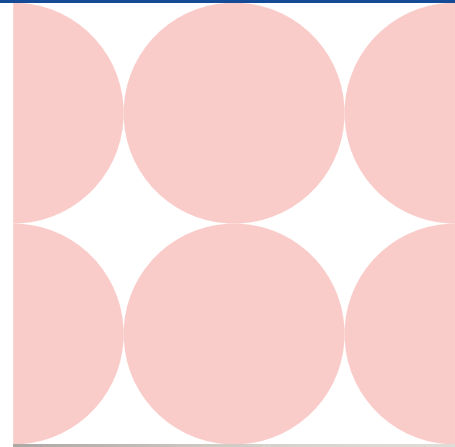
Customisation of a service culture is all about contextualisation. We immerse deeply in your world and learn your unique market or industry, your customers' specific needs and the brand promise that you deliver across all human touch points.

A strong set of company Values and Service Behaviours explicitly articulated in a business is the strongest foundation you can create prior to embarking on any service culture initiatives. Without a clear framework for employees to live by, you are leaving the consistency of service and quality of service to chance.



If you want to deep-dive into the current state of service and desired future state for your organisation and better understand what a bespoke solution could look like, this is the path for you.

We start with a service behaviours diagnostic in order to determine the most appropriate content and touchpoints for your organisation.



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Inclusions

The diagnostic has three parts with pre-work questionnaire, a 2 hour workshop with key stakeholders and an action report for you to take to your Executive team.

1. ServiceQ provides some questions in advance to attendees on your side for preparation
2. ServiceQ leads a Diagnostic Workshop (2 hours) and consists of the following agenda:

Your business and needs

- Situational needs analysis
- Objectives and preferred measurements
- Other context / business cycles / key dates and ownership of a program

Our business and solutions

- Proposed solution for your business
 - Indicative timelines and key milestones
 - Key points of success / failure
3. ServiceQ delivers a succinct summary of a plan with options for engaging in a program creation and roll out which you can then present to your Executive team.

Investment

From \$15,000 plus GST*

* This fee is deducted from the cost of one of our learning programs if you decide to proceed



Find out more about our Customised Service Diagnostic

Call us on 0431 133 904 or email hello@serviceq.co

Check out serviceq.co/testimonials to see what our clients think of our customised programs

