Creating A Service Culture

Why Use Service Quality Institute

Develop A Service Culture to Keep Customers, Build Market Share and Improve the Performance of Your Entire Workforce.

• SQI’s technology:
  1. Designed to:
     a. Change attitudes and behaviors
     b. Teach the art of customer service
     c. Build employee morale, teamwork and communication
  2. Facilitator materials require employees on site with these three skills:
     a. Enthusiasm
     b. Peer respect
     c. Customer service role models
  1. Eliminates 80 percent of employee’s training time. This is the most expensive part of training.
  2. Eliminates the need for external and internal trainers and consultants by 95 percent because our technology is idiot proof and goof proof. This way staff on site can skillfully conduct the training.
  3. Eliminates 95 percent of travel expenses because training is done on site by the organization’s own employees.

• Online learning is available.
• SQI is the only company in the world that has enough technology where new programs can be introduced every four to six months in order to create a culture change and sustained commitment to quality service.
• Your internal and external customers demand superior service 24 hours a day, 7 days a week, year after year. One shot programs deliver one shot results.
• Our technology is inexpensive. If labor costs, travel expenses, training and consulting salaries and training product are all combined, we believe nobody can match our price and quality.
• SQI can help your organization measure its return on investment monthly, quarterly and annually.
• John Tschohl’s service books can help drive the customer service message strategically and change behaviors and attitudes. They are used as a reinforcement tool to provide a sustained commitment to customer service excellence.
• SQI will tailor, personalize, and customize our technology to any degree your organization wants without limitations.

Contact SQI now to move forward on Creating a Service Culture.

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For Additional Information or To Order, Call or E-mail:
9201 East Bloomington Freeway Minneapolis, MN 55420-3497 U.S.A.
E-mail: quality@servicequality.com
Web: www.customer-service.com
Phone: 800-548-0538, 952-884-3311
Fax: 952-884-8901