



## COURSE DESCRIPTION

<p>Instructor's Guide</p> <p><b>COURSE DESCRIPTION</b></p>	<p>Course Code: CJSC02220</p>
	<p>Duration: 2 Working Days</p>
	<p>Issued: 2020</p>
<p>Course Title : PROJECTING SERVICE EXCELLENCE</p>	
<p>Course Purpose:</p> <p>To educate staff on the role they play in projecting a good image and as ambassadors for customer services through the application of service excellence techniques</p>	
<p>Target Population:</p> <p>The target population will be existing airport and airline supervisors and managers working with airlines or airports primarily responsible for provision of aviation related services to passengers and others.</p>	
<p>Topics that will be covered:</p> <ul style="list-style-type: none"> <li>• Service-rolling out the red carpet a thousand times a day.</li> <li>• Passion for problem-turning difficulties into opportunities.</li> <li>• Teamwork and communication-managing for total service with effective service partnership.</li> <li>• The 7 Principles of Service Excellence <ul style="list-style-type: none"> <li>-Create positive impressions</li> <li>-Understand your customer</li> <li>-Inform your customer</li> <li>-Find a Yes</li> <li>-Build Loyalty</li> <li>-Never Settle</li> </ul> </li> </ul>	