

Providing Quality Service and Building a Service Culture

What makes up “Quality Service?” How can you recognize quality service in your own work? Before any improvement can be made, you must first discover how you are delivering quality service right now. You are an important part of a large team helping to develop and strengthen relationships with internal and external customers.

We communicate with others all day long – often leading to the belief that we are “practicing” communication skills all the time; but, are we really communicating? When it comes to delivering quality customer service, there is no substitute for outstanding communication skills.

Email HRTOD@shu.edu to register for one of the below sessions to focus on basic principles of your role in building a service culture and how to put that “extra polish” on your service relationships.
(minimum 4/maximum 10 attendees):

<u>Time:</u>	<u>Date:</u>	<u>Location:</u>
2 - 4:00 p.m.	Thursday, 3/15/18	Dept of HR Training Room
2 - 4:00 p.m.	Thursday, 6/21/18	Dept of HR Training Room
2 - 4:00 p.m.	Thursday, 9/27/18	Dept of HR Training Room
2 - 4:00 p.m.	Thursday, 12/6/18	Dept of HR Training Room

