

# Zing TRAIN

## *The Art of Giving Great Service*



3-Hour Virtual Workshop

Wednesday, May 11, 2022; 10am-1pm

\$15 per person paid at Registration

Limited seats will be available

Trainers: Elnian Gilbert & Arianna Tellez Leon



10AM Welcome, Introductions, Overview

Building a Culture of Great Service

- Teach it: Building a Common Understanding
- Define it: Zingerman's Recipes for Great Customer Service
  - 3 Steps to Giving Great Service
  - 5 Steps to Handling Customer Complaints
- Live it: Everyone's Role in Great Service
  - Exercise: Role Play
- Measure it: Zingerman's Key Service Measures
- Reward it: Recognition of Service Success



Reflection

1PM Evaluation & Adjourn

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