

Managing customers

Seven steps to quality service

Step five - improving our packaging

By David Illingworth

Synopsis

Step five in this series of seven training courses, engages participants in understanding that the 'service package' on offer to customers has many facets. This session, focused on 'improving our packing', leads to practical action plans for making a difference. Step five contains a leader's guide and a participant's workbook.

How to ...

How to identify the characteristics of good packaging

How to improve your team's workplace from a customer's point of view

How to improve your organization's packaging

David Illingworth

David has been encouraging and helping people for 30 years both as a line manager and as an international consultant to organizations across many cultures. He has a real passion for helping people and works extensively with helping young people to achieve their potential. Apart from his consultancy and business writing, he holds a number of Directorships in various businesses, including several e-businesses.

Acknowledgement

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