

Managing customers

Seven steps to quality service Step seven - building on success

By David Illingworth

Synopsis

Step seven 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 'building on success' leads to practical action plans for making a difference. Step seven contains a leader's guide and a participant's workbook.

How to ...

How to set team goals for achievement and improvement

How to set individual goals for achievement and improvement

How to develop an improvement plan for your organization

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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