

Service Excellence

Service Excellence is all about HOW we do WHAT we do. This course will help all of us provide excellent service as employees of the University System of Georgia. **(Cost for KSU Employees: \$0 | PDC Partners: \$30)**



SERVICE SURVEY



This course will give you the skills to recover from service failures, and then create allies out of your difficult customers and colleagues.

The course is built around, and supports the University System of Georgia service standards of **RESPECTFUL, ACCESSIBLE, INFORMED, SUPPORTIVE, and RESPONSIVE.**

Participants will:

1. Understand the need for service excellence in the University System of Georgia and its member institutions
2. Be able to provide and improve on excellent service at their institution(s)
3. Be able to recover from service failures
4. Be able to improve and sustain positive relations with colleagues