





Service Showmanship



In a classic  service strategy, you achieve exceptional service by paying extraordinary attention to every process and every detail at every possible customer touchpoint. And how your frontline employees deliver on service is also an intentional process because service is first and foremost, **a performance.**

Service Showmanship is a customizable learning experience that will integrate your service framework and standards with proven performance behaviors that will enhance the customer experience.

We build on the fundamentals taught to us in the early days of our  experience where we played a role in the show and it was our job to delight and exceed the expectations of our Guests. There really was no magic in the mix, it was methodology, training and continuous reinforcement of desired behaviors. But first, you have to teach people how to perform and deliver on the service you expect.

This highly engaging learning experience can be fully customized for your organization and integrated into new employee orientation and on -the-job training. **So if you're looking to put some sparkle in your frontline service delivery, we've got the formula.**

**It's up to your
frontline to
deliver on service.
Teach them how
to perform.**

Contact us

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Whatever you do, do it well.