

Welcome to ACT Ltd.'s Training Reference Guide for Service and Quality

Identify the situation your organization faces in the left column, read across the chart to find out which of our **Service and Quality Training Programs** is right for you. Then, give us a call and we will customize one of our programs for your staff needs. Contact us at 604.521.5473 for details.

| Situation | Developing a service strategy | Serving the internal customer | Effective client relations | Dealing with difficult clients | Professional telephone skills | Vision, values and corporate integrity | Communicating across cultures | Front line problem solving |
|---|-------------------------------|-------------------------------|----------------------------|--------------------------------|-------------------------------|--|-------------------------------|----------------------------|
| Unclear or not followed corporate service standards | ü | | | | | ü | | |
| Customer complaints | ü | | ü | ü | ü | | ü | ü |
| Unhealthy relationships | | ü | ü | | | | ü | ü |
| Inconsistent team service delivery | | ü | | | | ü | | ü |
| Lackluster individual service delivery | | ü | ü | ü | ü | | | |

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|--|-------------------------------|-------------------------------|----------------------------|--------------------------------|-------------------------------|--|-------------------------------|----------------------------|
| Need for quality improvement | ü | ü | ü | | | ü | | ü |
| Corporate power struggles | ü | ü | | ü | | ü | | |
| Difficulty in dealing with diverse clients | | | | ü | | | ü | ü |
| Lack of motivation | ü | ü | | | | ü | | |
| Multiple first time service providers | ü | ü | | ü | ü | | ü | ü |
| Service leadership not shown | ü | ü | | ü | | ü | ü | |