

Common Sense Solutions

Teresa Allen



Expectations: Meeting 'Em and Beating 'Em!



Does your team strive to simply meet expectations or to far surpass them? **Whether dealing with internal operational expectations or expectations of customers consuming your products and services, a goal to always meet AND exceed expectations will build success!**

In this highly interactive program customized to your environment, Teresa helps attendees **identify customer expectations both on at the organization level and on an individual level.** Consideration will be given to which expectations are product based and which are service based. Participants will break down their own unique responsibilities into areas of expectations both in terms of company product offerings and the service they personally add to that product.

In the second half of this program, **participants divide into functional/position groups to identify internal expectations. Each group will identify the internal expectations of the other groups.** This is a critical component as they ultimately impact customer satisfaction and retention!

This program will benefit customer service, sales, operations, and support personnel as it will highlight how each individual and department brings an important piece to the expectations puzzle!



For further information on how to schedule Teresa for your event, please contact us at 850-460-7105 or through our website: www.AllenSpeaks.com.
We look forward to helping you plan a great event!