

Legendary Service: The Ten Fundamentals

There is a reason that *Legendary Service: The Ten Fundamentals* program is one of the world's best sellers... results! After hundreds of organizations have implemented this program, many award winning organizations are crediting *Legendary Service* as having a direct impact on their success. Added value through service quality continues to be a critical element in staying competitive. The demand from customers for "having it their way" is ever increasing. Exceeding customers' expectations takes total commitment from the entire staff.

You now have the opportunity to have Rick Tate speak to your staff and customers on the topic of *Legenday Service*. Rick will surprise and delight your audience while he uses humor to impart the information learned during his extensive exploration into key leadership competencies that seemed to be present in most organizations with great service reputations.

Legendary Service is a way of thinking, or a mind-set that can empower people to make the customer's experience unique. The concepts imparted by Rick will help you develop an environment that allow all employees to express care and concern for customers. Your employees will learn to solve customer's problems spontaneously and to turn potential complaints into positive stories. Not only will this empower employees but it will also give them more job satisfaction leading to enhanced employee retention.

You may choose to enjoy a keynote, half day or full-day program by Rick covering some or all of the fundamentals of *Legendary Service* outlined below:

- A Commitment to Service
- Defining the Playing Field
- An All Out Recovery Strategy
- Providing Autonomy
- Continuous Improvement
- Measuring
- Listening
- Holding Everyone Accountable
- Facilitatng the Changing Role of Management
- Celebrating