



Making the Journey Great: *Service that Matters!*

Do you use a GPS to navigate when you travel? Now you can use your Customer GPS™—**Great Personal Service**—to navigate your customer service experience to build loyalty with both customers and employees, while growing your business. Lock onto your GPS to use these key, timeless strategies in new ways to make your service great!

1. Service Compass™

Lock your GPS on True North—values of great service!

2. Service MAP™

Set your GPS to positive choices to make service great!

M _____ Positive, can-do attitude

A _____ Positive communication

P _____ Teamwork, networking & fun!

3. Service Recalculations™

Allow your GPS to transform problems into opportunities to make a real difference!

A. _____

B. _____

C. _____

D. _____

E. _____

For more info:
www.DeDeeRaap.com
Copyright 2011. All rights reserved.





Making the Journey Great: *Leading to Achieve Great Service*

You and your employees deliver your Service Brand Promise to customers every day. The vehicle? The customer experience. Today's customers want a caring, authentic level of service that shows your appreciation and value for them. So do your employees. You get both when by developing an authentic, values-based culture of ownership. The results? Great service that grows your business affordably. Are you ready?

Service Brand Promise: _____

Communication

1. _____

2. _____

3. _____

Contribution

1. _____

2. _____

3. _____

Celebration

1. _____

2. _____

3. _____

For more info:
www.DeDeeRaap.com
Copyright 2011. All rights reserved.