



3. Maintaining high standards of customer service is key

a. Reward employees for customer service success

- i. _____
- ii. _____
- iii. _____

b. Effective terminology to use in the workplace

- i. _____
- ii. _____
- iii. _____
- iv. _____
- v. _____
- vi. _____
- vii. _____
- viii. _____
- ix. _____

c. Understanding your role in the institution

- i. _____
- ii. _____
- iii. _____
- iv. _____

Supporting learners to achieve success is our ultimate goal!

Thank you

