

Customer Service Workshops

Success in dealing with your members requires that each and every point of contact with your members within your country club result in a positive experience. This requires that your entire staff be properly prepared to reflect well upon your facility and instill a confidence in your staff's ability and desire to meet the needs of your members. **THEY improv** leads the way with workshops designed to improve customer service through enhancing skills of your employees.

Our approach begins with an assessment of the contact points that you have with your members and providing workshops with the employees that will be exposed to your members. We're able to adjust the workshops to the individual employee's needs. This allows for the most efficient use of time and to help keep your people focused. Taking this information, and combining it with information obtained during the workshops themselves, **THEY improv** puts together the exercises to best achieve your goals. This all involves handling a variety of skills development and simply creating a culture of customer service.

Developing People Skills

Good customer service begins with simply improving interpersonal skills. One negative experience can reduce the likelihood of a member wanting to maintain a relationship. And this can be from just one employee that the customer associates with your facility. Having your employees communicate in a more likable manner makes each contact point a positive experience.

We have a variety of exercises that get your employees to enhance their tone of voice, to reduce the stress of members, to increase efficiency of speech and to work on presentation skills.

Electronic Communication Training

With new technologies for communication have come whole new varieties of miscommunication. Whether it is an email that is misread, a text that has an inappropriate typo or social media presence that sends the wrong signal, actions must be taken to prevent problems before they become problems. As country clubs enhance their online presence, this becomes even more important.

THEY improv helps employees recognize the problems and pitfalls of all forms of communication.

Internal Communication and Customer Relationship Management

Taking care of members is a team effort. Everyone who communicates with a member should have access to the information and knowledge of everyone else. After all, members generally presume that this is the case and repeating information can add to frustration. They like being catered to. A little extra knowledge or tag teaming customer service can help engender trust and can portray an image of a unified country club.

THEY improv provides games and exercises that can improve the interconnectedness of your team and help them to feel the trust and reliability of each other.

Contact **THEY improv** to put together a workshop that will help your customer service relationship programs and improve your member relationships! Call **THEY improv** at (866) 219-4386 or by email at info@THEYimprov.com.