



Instructor: Lee Ann Szelog

ESTABLISHING EXPECTATIONS & SERVICE STANDARDS

Course #: C1041L

Pineland Conference Center, 16 Pineland Drive, New Gloucester, Maine

NOVEMBER 12, 2019—8:30 AM—Noon

Developed and Delivered by Lee Ann Szelog, Simply Put, LLC

course description

Establishing expectations is the first step to ensure the consistent and exceptional delivery of service.

Participants will discover the importance expectations plays in communication and how to communicate clear expectations to ensure success for all parties involved.

This session also introduces a process to use to develop internal and external customer service standards for yourself and your team.

“Beyond Expectations!”

“The best class I have EVER attended.”

Looking for more details? Visit our website for a detailed course description.

how to enroll

Enroll online at our website, CFTEA.org under Business Skills.

how class works

Course session is conducted live. This course is part of the Professional Communication Skills Certificate.

tuition

\$225 per participant. Lunch and materials are included.

withdrawal policy

CFTEA withdrawal policy is outlined within our latest catalog and on our website. Before class begins the enrollment may be transferred to another student with the approval of the student’s employer and the CFTEA office.

Professional Communication Skills Certificate

- Conquering Communication—**
10/8 Morning New Gloucester, ME
- Creative Decision Making and Problem Solving—**
10/8 Afternoon New Gloucester, ME
- Establishing Expectations and Service Standards—**
11/12 Morning New Gloucester, ME
- Strengthening Interpersonal Relationships
and Motivation**
11/12 Afternoon New Gloucester, ME
- Communicate with Confidence, Comfort
and Conviction**
4/22/2020 & 4/29/2020 New Gloucester, ME