



Advanced Connections

Moving quality service beyond the basics

Group 1: Wednesday, January 8, 15 & 22, 2003
9:00 a.m.—12:00 p.m.

Group 2: Thursday, January 9, 16 & 23, 2003
1:00 p.m.—4:00 p.m.

Group 3: Friday, January 10, 17 & 24, 2003
9:00 a.m.—12:00 p.m.

What is Advanced Connections?

Advanced Connections is a training program that focuses on advanced service skills, teamwork, problem prevention and many other topics that will help participants and our campus move to a higher level of service excellence.

What is the format of the program?

The program will be delivered to three groups of 25 individuals. Individuals will be invited to this program based upon their level of interaction with customers. Each group will attend three sessions, each three hours in length. The sessions will include video segments, complimented with discussion, exercises, role plays and group activities.

The session topics are:

- Session 1: Building a Service Culture
- Session 2: Polishing Daily Service Skills
- Session 3: Meeting Service Challenges

Key Concepts of Advanced Connections

- Quality service demands good individual skills and the support of customer-centered systems, policies and procedures.
- Everyone has a role in meeting campus-wide service goals.
- Advanced Connections is about practicing and improving individual service skills, building teamwork, improving systems and preventing problems.
- To consistently provide quality service, staff, faculty and administrators have to work together to build a service culture.

Training Location: Old Glove Factory, Pioneer Room

