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"Well done is better than well said."

Benjamin Franklin

Create A Customer Service Action Plan

You have been appointed by your executive team to develop and implement a 'customer first' program for your organisation over a six month period. You have been given two weeks to prepare a plan and present back to the executive team.

Some of the things you will need to consider are:

- 1. How will you go about changing the culture permanently in your area?
- 2. How will you handle the negative people?

What is your overall service objective:

- 3. How will you motivate people to make positive changes?
- 4. What evaluation methods will you put in place?

(i.e. what do you want to achieve from your "Customer First" program?)				



Appendix 3 Customer Services Review

What Does Your Organisation Currently Do Well?	How Can You Develop These Strengths?		

Action Plan

List ways in which you believe your organisation can improve its customer service.

Areas for Improvement	Ideas for Improvement



Appendix 3 Actions And Evaluations

What ideas and actions will you recommend to the executive team in your presentation? What type of evaluation methods will you use to measure the effectiveness of your ideas and actions?

Areas for Improvement	Ideas for Improvement



Appendix 3 Now Put Your Ideas Into A Six Month Action Plan

Month	Activity	Person Responsible	Completion Date
Month 1			
Month 2			
Month 3			
Month 4			
Month 5			
Month 6			

