

# Preventing Service Failures: Five Hidden Causes of Poor Customer Service

Why is there so much bad customer service? With countless books written on the subject and many success stories to draw from, it seems like customer service should be obvious. Yet, somehow, we still routinely experience service failures. And, if you manage customer service employees, you know how challenging it can be to get consistent performance even after offering extensive training and supervision.

## Overview

Based on extensive research, this session reveals five hidden, unusual, and even counterintuitive causes of poor customer service. Through a series of experiential activities, you'll get a chance to examine each hidden obstacle in a way that's both fun and revealing. More important, you'll be able to create solutions for overcoming these challenges in your organization.

## Audience

This presentation is primarily targeted to people in the following roles:

- Executive leadership
- Customer Service leaders
- Human Resources or Training professionals who support the service function

## Takeaways

Participants will gain the following:

- Examine five hidden obstacles that prevent employees from providing outstanding customer service
- Develop simple solutions to help employees overcome these obstacles and improve performance



### **About Jeff Toister, CPLP, PHR**

Jeff is the author of *Service Failure: The Real Reasons Employees Struggle with Customer Service and What You Can Do About It*. His company, Toister Performance Solutions, help clients improve customer service. Jeff is a dynamic and engaging speaker and a nationally-recognized employee training expert. Jeff has a Certified Professional in Learning and Performance (CPLP) credential from the American Society for Training and Development and is a Past President ASTD's San Diego chapter.

**Contact Jeff to book him for your event:**

jeff@toistersolutions.com ♦ (619) 955-7946 ♦ [www.toistersolutions.com](http://www.toistersolutions.com)