

# Manitoba Service Excellence

Training to Give Your Business the  
Competitive Edge



This online training will discuss the impact customer service can have on you, your team, your customers and ultimately your business; Positive and Negative.

With customer expectations increasing and service decreasing; your business can gain the competitive edge by providing consistent, exceptional service. Your business can stand out from the rest by the service you provide.

## By the end of this training you will:

- » learn the Domino Effect that your attitude, attention to detail and working as a **Customer Focused Team** has on the future of your company.
- » learn the benefits of having an unhappy customer inform you that they are not satisfied with your product or service, so you can fix it and keep that customer returning to your business!

## COURSE DETAILS

**DURATION:** 75 Minutes (Average)

**COURSE CONTENT:** Test questions, final exam, text copy, PDF's

**EXAM:** 100% pass rate (unlimited retests)

**CERTIFICATE:** Printable certificate emailed at the completion of the program

**FLEXIBLE:** Train anytime, anywhere, 24/7/365

**FREE:** MTEC is providing this training free for all businesses in the hospitality industry/tourism industry in Manitoba

### *Who should take this training?*

This training is ideal for front-line employees, supervisors and managers.

Developed and  
Delivered by:

**MTEC**  
MANITOBA TOURISM  
EDUCATION COUNCIL

For more information visit: [mtec.mb.ca/manitoba-service-excellence](http://mtec.mb.ca/manitoba-service-excellence)