

#### Dear **Teacher**:

This form aims to determine how well you know customer service and/or service culture which will help the facilitators of the program plan the sessions. Please tick the box that would best represent your response to the following items.

YES NO

# Can I explain, discuss and teach...

1.	Framework for Service Culture	
	1.1 Values / Attitudinal Foundation of a Service Culture?	
	1.2 Theoretical Customer Service- Organizations?	
	1.3 Practical Customer Service – Individual?	
2.	Personal Leadership / Competence	
	2.1 Self-Awareness?	
	2.2 Self-Regulation?	
	2.3 Motivation?	
	2.4 Personal Vision & Mission?	
3.	Social Competence	
	3.1 Empathy?	
	3.2 Social Skills?	
4.	Coaching Sessions As Learning Opportunities	
	4.1 Definition of Performance Coaching?	
	4.2 The Performance Coaching Process?	
	4.3 Taking Advantage of Coaching Session?	
5.	Competencies Valued in the IT-BPO Industry?	
6.	Learning & Development of student's Professional Life?	
7.	Understanding Cultural Diversity	
	7.1 Service Expectations of Americans	
	7.2 Service Expectations of Europeans	
	7.3 Service Expectations of Asians	
	7.4 Working In A Global Environment / Collaborating Despite The	
Distan		
8.	Research Work / Case Work	
9.	Basics of Service Organizations	
	9.1 Vision & Mission of An Organization?	

## **IBPAP SMP: Service Culture Track**



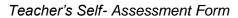
	9.2 Culture & Values of An Organization?	
	9.3 Service Companies in Specific Industries such as	
а	. Airline?	
b	. Financial Services?	
С	. Energy?	
d	. Entertainment?	
е	. Health Care?	
f.	Information Technology Services?	
g	. Internet Services & Retailing?	
h	. Telecommunications?	
i.	Outsourcing?	
1	0. Customer Service Principles & Practices	
	10.1 Definition of Customer Service?	
	10.2 The Importance of the Customer?	
	10.3 Different Types of Customer Service Interactions?	
	10.4 Practices In Dealing With Customers such as	
а	. Collecting Information on Customer Expectations?	
b	. Disseminating Information about Customer Expectations?	
С	. Using Customer Information to Design, Produce & Deliver The	
	Organization's Products & Services?	
d	. Understanding Customer Relationship Management Practices?	
1	1. Customer Service Principles & Practices applied in…	
	11.1 Service Companies?	
	11.2 Personal leadership & social competencies in customer service	
	transactions?	
1	2. Service Analytics: Tracking & Analyzing Service Measures /	
	Metrics	
	12.1 Internal Company Methodology & Standards	
	12.2 External Customer Satisfaction Measures: Methodology & Standards	
such as		
a	. American Customer Satisfaction Index?	
b	. HDI Customer Satisfaction Index for IT Service & Technical Support?	
С	. Customer Operations Performance Center (COPC)?	

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d.	Malcolm Baldrige National Quality Award (MBNQA)?	
13	. Delivering an Excellent Customer Service Experience through One-	
	on-One Interactions	
a.	Personal Needs of Customers?	
b.	Practical Needs of Customers?	
	13.2 Moment of Truth?	
	13.3 Service Excellence Steps & the Applicable Personal Leadership &	
	Social Competencies such as	
a.	Acknowledging the Customer / Establishing Rapport with the Customer?	
b.	Clarifying the Situation / Use of Active Listening?	
c.	Meet or Exceed the Need?	
d.	Confirm Satisfaction?	
	13.4 Dealing with Angry Customers?	
14	. Delivering an Excellent Project Management Experience	
	14.1 Project Initiation such as	
a.	Identifying Key Stakeholders; Project Expectations?	
b.	Preparing a Project Brief?	
	14.2 Project Planning such as	
a.	Scope of the Project: Performance Factors; Research Design; Work	
	Breakdown Structure; Hotspots & Alternatives?	
b.	Project Timetable: Project Map & the Gantt Chart?	
C.	Identify Resources & Budget?	
	14.3 Project Implementation such as	
a.	Applying the Plan & Ensuring High Team Involvement?	
b.	Monitoring at Checkpoints: Project Meetings; Updating the Project Map;	
	Formative Evaluation?	
	14.4 Project Evaluation & Closing such as	
a.	Summative Evaluation?	
b.	Administrative Closure?	
C.	Post-Implementation Meeting?	
d.	Project Report?	
e.	Celebration?	

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Learning Styles	YES	NO
Can I BEST learn		
1. Visually?		
2. Kinesthetically?		
3. Auditory?		
Teaching/ Training Methods	YES	NO
In most of my classes, do I use		
1. Demonstration?		
2. Facilitation?		
3. Cooperative Learning?		
4. Case Method?		
5. Project-Based Learning Method?		
Please list down your personal expectations from the training on the space provide		
I would like to achieve the following at the end of this Faculty Development - Traini	ng	
Name of Participant (optional): Date:		_

Thank you and enjoy the rest of the sessions!