

# BRILLIANT SERVICE RECOVERY: THE QUICKEST ROUTE TO CUSTOMER LOYALTY



James “Alex” Alexander

# BEFORE WE GET STARTED



- The Webinar is “listen only” and is being recorded
- A link to the session recording and a PDF of the slide deck will be sent to all registrants afterwards
- To submit questions, use the Question Panel of the GoToWebinar console
- Visit the Service Strategies Network group on LinkedIn to continue today’s discussion

# ABOUT SERVICE STRATEGIES



- **Service Strategies provides consulting, training, standards and certification programs that help you better serve your clients**
- **Global organization with partners in Australia, China, UK, Netherlands and Nigeria**
  - **Consulting and Strategic Advisory Services**  
Guidance to assist companies in improving eService, Support, Field Service and Professional Services operations
  - **The Service Capability & Performance (SCP) Standards**  
Recognized as the global benchmark of service excellence. The SCP Standards have been deployed by leading service organizations worldwide for the past 20 years
  - **SCP Career Certification and Training Programs**  
Over 6,000 service professionals worldwide have attained certification under our industry leading training and certification programs

# YOUR FACILITATOR:

## JAMES “ALEX” ALEXANDER



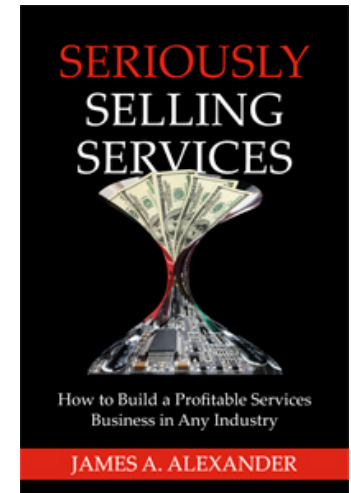
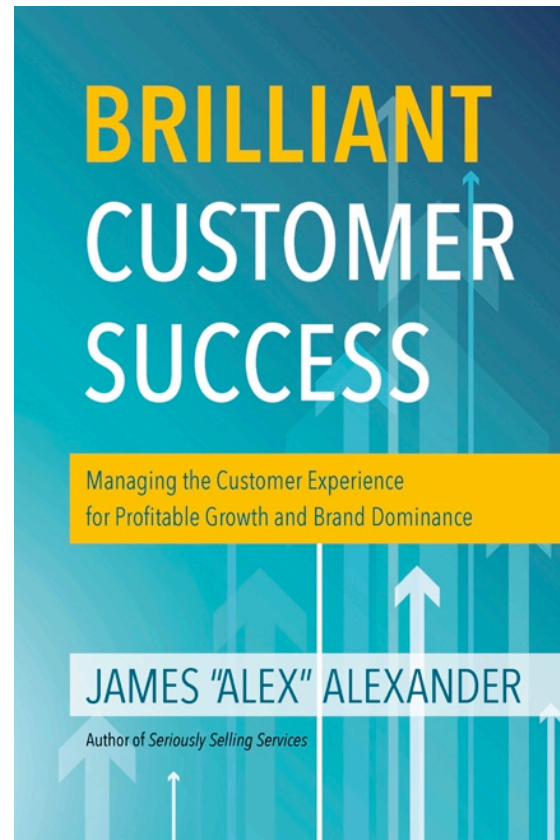
### **Education:**

- Doctorate in human resources development.
- University faculty member in the U.S., Europe, and Mexico.
- Academic research focus on organization change and accelerating learning.

### **Professional experience:**

- In 1994 founded Alexander Consulting, a boutique consulting firm focused on building brilliant services businesses within product companies.
- A long-time Service Strategies business partner.
- The services pundit for IBM's 2003 Global Services Headlights program.
- Served for six years as AFSMI's (global services non-profit) as vice president of professional services.
- E-business subject-matter expert for the four-year duration of the U.S. Commerce Department's Inter-American E-Business Fellowship Program.
- Spoken, consulted, and trained on services in 21 countries.
- Has been designing training and learning systems for 24 years.

# RESEARCHED BASED...FIELD PROVEN



# A FEW CLIENTS





# THE FIVE FOUNDATIONS OF BRILLIANT SERVICE RECOVERY

1. Assume immediate accountability.
2. Make no excuses.
3. Have a need for speed.
4. Pass out the capes and unload the bus.
5. Send champagne with the roses.

# WANT YOUR SAMS TO PERFORM BRILLIANTLY?

Send them to this two-day workshop:

[“Strategic Account Management for Service Pros”](#)

May 6 & 7, 2020 in Irvine, CA



# Q & A



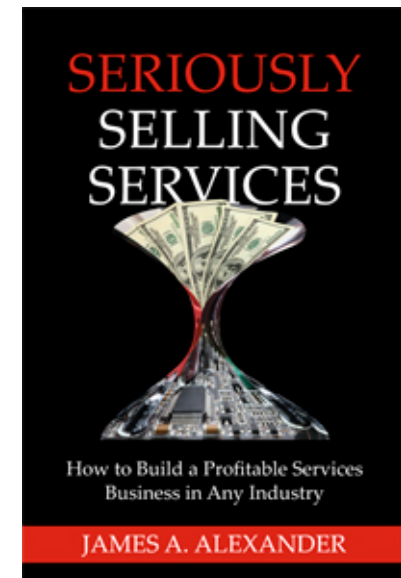
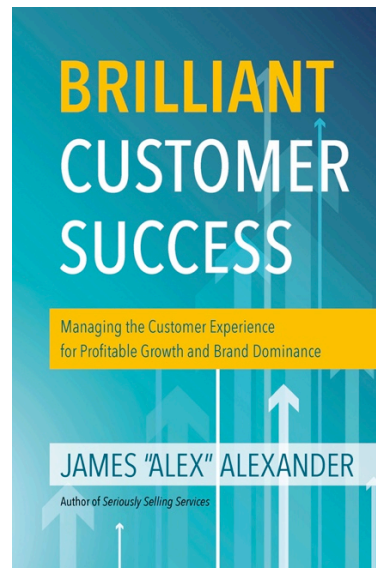
# THANK YOU!

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