

Service Excellence Information Sessions and Workshops

Our commitment to providing an exceptional service experience

Information Sessions

Putting the Standards into Action

The information sessions will introduce participants to the Service Excellence Program including:

- Why it is important to provide excellent service
- Expectations & perceptions of our service users
- Overview of the UWindsor Standards
- What tends to get in the way of excellent service
- Applying the UWindsor Standards

DATE	TIME	LOCATION
January 26, 2012	9:00 am – 10:30 am	Oak Room – Vanier Hall
January 31, 2012	9:00 am – 10:30 am	Katzman – Vanier Hall
February 1, 2012	9:00 am – 10:30 am	Oak Room – Vanier Hall
February 16, 2012	9:00 am – 10:30 am	Oak Room – Vanier Hall

To register, please go to the Service Excellence web-site:
www.uwindsor.ca/serviceexcellence

Workshops

Our Service Standards in Action

Service Standards are designed to manage the expectations of our students and other individuals who access the many services provided by the University. They reinforce our commitment to the provision of responsive, reliable and courteous service across campus.

This session will explore:

- University of Windsor Service standards
- Tips and strategies for putting the standards into action

DATE	TIME	LOCATION
January 18, 2012	9:00 am – 12:00 noon	Oak Room – Vanier Hall

To register, please go to the Service Excellence web-site:
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Service Excellence at UWindSOR

Service excellence can be defined as providing responsive, reliable and courteous service to our students and other service users. The provision of excellent service is critical to strengthen our reputation of being a welcoming campus, to help us achieve our vision of being a student centered University and to foster more pride in UWindSOR.

This session will introduce participants to the:

- University of Windsor Service Excellence Guide which includes tips for providing excellent service in person, through the telephone and e-mail
- Service Standards
- Strategies for carrying out a service review including service mapping
- Strategies for developing department specific standards that build from the UWindSOR Standards

DATE	TIME	LOCATION
January 25, 2012	9:00 am – 12:00 noon	Oak Room – Vanier Hall

To register, please go to the Service Excellence web-site:

www.uwindsor.ca/serviceexcellence

Preventing the Run Around – Your Guide to Services for Students

At the University of Windsor we offer a multitude of services to our students. A critical component of providing an exceptional service experience is to make appropriate referrals in order to prevent the “run around”.

This session will provide:

- An overview of the key services for students available on Campus
- Guidelines for making referrals and contact information

DATE	TIME	LOCATION
February 8, 2012	9:00 am – 12:00 noon	Oak Room – Vanier Hall

To register, please go to the Service Excellence web-site:

www.uwindsor.ca/serviceexcellence

Customized Information Sessions and Training

The Service Excellence information sessions and training opportunities can be customized to meet the needs of your department. For additional information, please contact:

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