

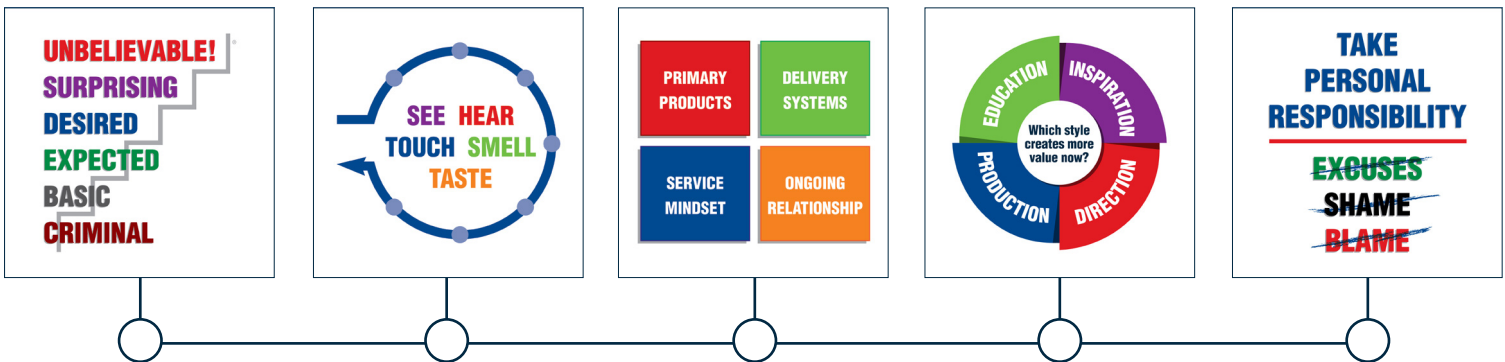
WE HELP YOU SOLVE THE RIGHT PROBLEM.

Great service requires more than service training, standard procedures and scripts. Only a fully embedded service culture delivers sustainable results.



Achieving Superior Service

UP! Your Service gives you the tools, principles, and understanding you need to make your service strategy real, scalable, and sustainable. We help you make real and valuable service improvements.



Create a Common Service Language

The Six Levels of Service helps every employee appreciate a service experience from the customer's point of view. This dramatically improves the speed and quality of your team's collaboration.

Pinpoint the Real Problems

The Service Transaction and Perception Points tool enables teams to map out their shared service delivery, identifying immediate opportunities and ideas for service improvement.

Serve Up True Value

The Big Picture toolset focuses on delivering what customers and colleagues truly value. This enables differentiation from competition, while avoiding the waste from non-value adding actions.

Deliver Value the Right Way

The Four Styles of Service framework enables everyone on your team to choose the right style of service, delivering the an excellent service experience in all situations, and for each person they serve.

Inspire Action, Not Blame

Our approach encourages and enables every employee to Take Personal Responsibility, eliminating the impulse to blame others, feel disempowered, or make excuses.

Solution Delivery

Tailored by industry, our solutions have succeeded across industries and cultures in developed and emerging markets.

For Large Organizations Leadership Engagements

Start with a Service Leadership Workshop to align your leaders, assess the existing service culture and design your unique implementation roadmap.

Workshop Leader Certification

Create a powerful team of internal Workshop Leaders. Our Train-the-Trainer model is a cost effective solution for scaling our service education throughout your organization.

Change Leader Development

Develop change leaders within your organization who are responsible for driving sustainable application and delivering valuable results.

Enterprise Licensing

Fully customize and embed our service programs within your company.

Uplifting Service Architecture

This Uplifting Service Architecture will help you engineer the development of a strong and sustainable service culture.

At the top is **Service Leadership**; a team aligned with clear vision and actions.

At the foundation is **Continuous Service Improvement** with actionable service education, tools, principles, and worksheets.

In the middle are the **12 Building Blocks of Service Culture**, key areas of activity that enable and reinforce a culture of internal and external service improvement.

All of these elements are united in an **Implementation Roadmap** designed specifically for your organization.

Call : (+65) 6309 9668
Enquiry@UpYourService.com

Starting with Teams In-House Workshops

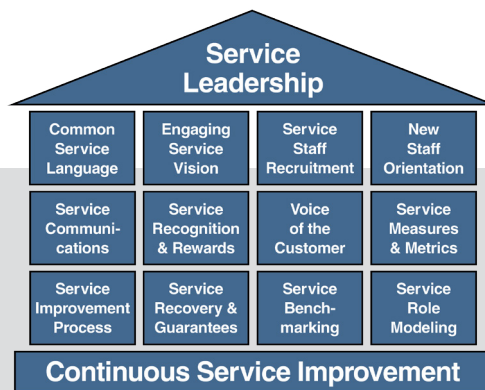
Looking to solve specific service problems or upgrade selected teams? We will customize and deliver proven service education programs and workshops for you.

Public Workshops

Attend one of the public workshops around the world hosted by UP! Your Service founder Ron Kaufman and our Master Trainers. Bring every member of your team to gain full value.

Training Partners

Work with one of our numerous training partners for local support. Available in 15 languages, our programs have delivered results all around the world.



Experience that Works

The value of a fully embedded service culture is clear and measurable.

We help you establish leading indicators for your objectives and make the learning process meaningful and actionable for your team.

Client Results

"We lacked a common service language and holistic framework. UP! Your Service provided both. There was initial resistance – but as people attended the UYS programs, we could see change right away."

Andre Viljoen
Chief Executive Officer
Air Mauritius

"The UYS program has been instrumental in shifting the mindset of our people to actively be part of the change we want to see happen, instilling innovation and continuous process improvement as part of the culture."

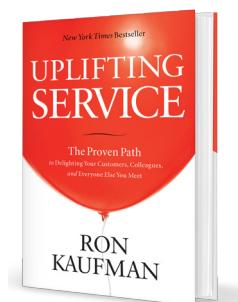
Rebecca Eclipse
EVP and Chief Customer Experience Officer
Globe Telecom

"Wipro's top 30 customer teams completed the full UP! Your Service program. Within 18 months, all 30 key accounts saw significant customer satisfaction improvement."

Jagdish Ramaswamy
Chief Quality Officer
Wipro

Best Selling Book

Discover the architecture leading companies use to build strong and sustainable service cultures. In this *New York Times* bestseller, Ron Kaufman reveals the secrets you can use to become distinguished by Uplifting Service.



The New York Times
BESTSELLER