Needs Assessment

• Risk Assessment

• Type of Company

• Additional Considerations

• Brand Awareness
Business Case

• Types

• Example

• Unique Approach
Customer Service is Key

• What service does your company need from you?

• SET the expectations

• Mistakes WILL happen – Own them, Fix them, and move forward
Post Orders and Procedures

• Mission Statement – Sets the tone for customer service

• Post Orders and Procedures – Dedicated towards customer satisfaction

• Performance of Duties and Expectations – Impress the customer with professionalism and integrity

• Sense of Urgency and Closure – “I don’t know the answer to that right now, but I will find out and get back to you.”
Customer Focused Training and More Training

• New Hire Training and Training Checklist

• Monthly, Quarterly and Annual Training

• On the Spot Training

• Don’t have to remember everything – Just know where to find the information to get the job done.
Example

Large GSOC
Develop Partnerships that produces Customer Satisfaction

- Start from within
- Safety and Facilities – The obvious partners
- IT – The most important Partner
- Law Enforcement – Local and Federal
- Vendors………….yes, Vendors
- What's the key? CUSTOMER SERVICE!
Questions?

• Thank you for Attending!

• May your SOC be successful!

• Email us at: securityopsctr@charter.net