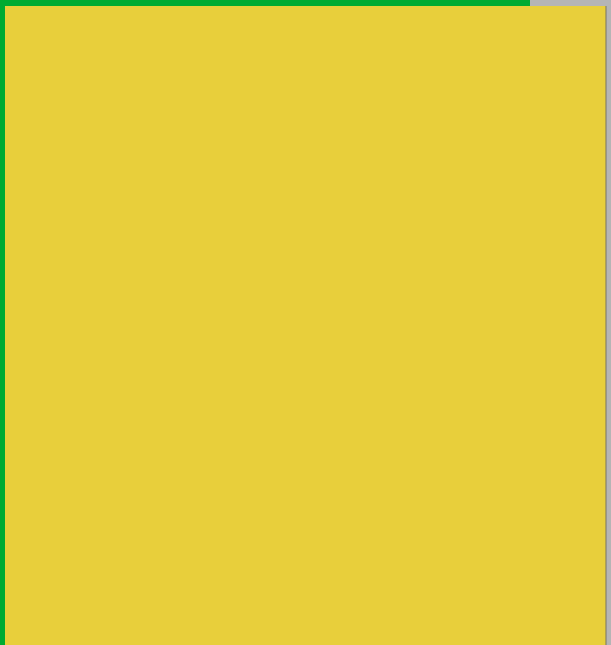
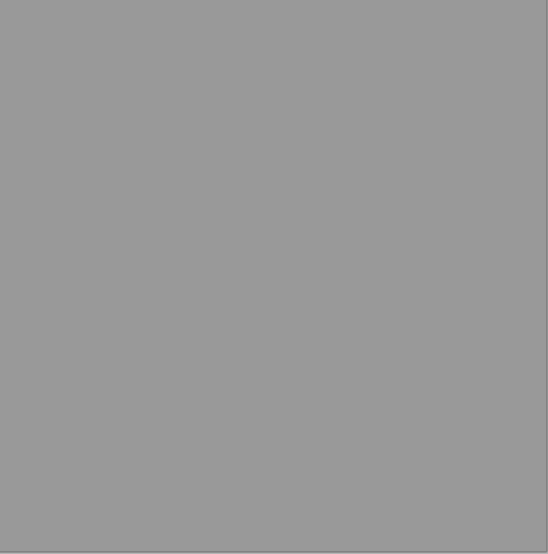
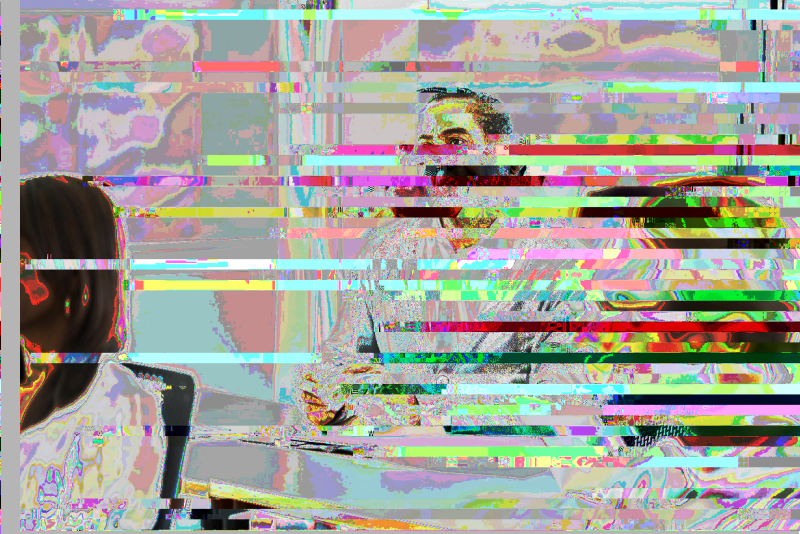
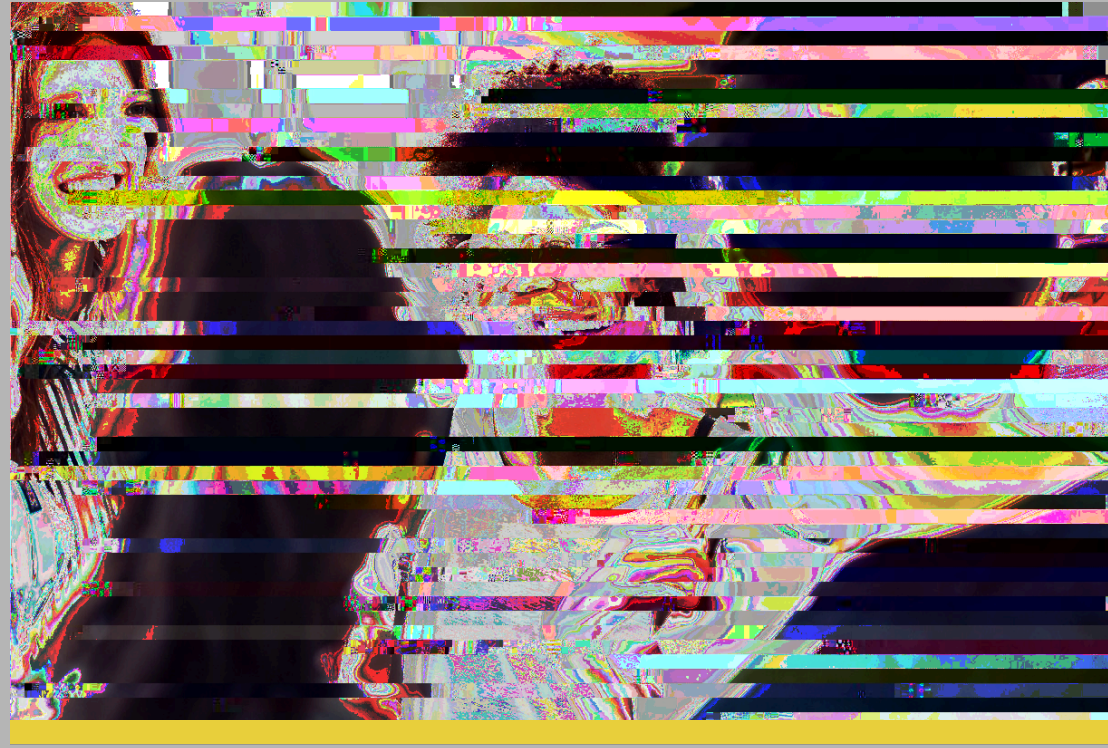
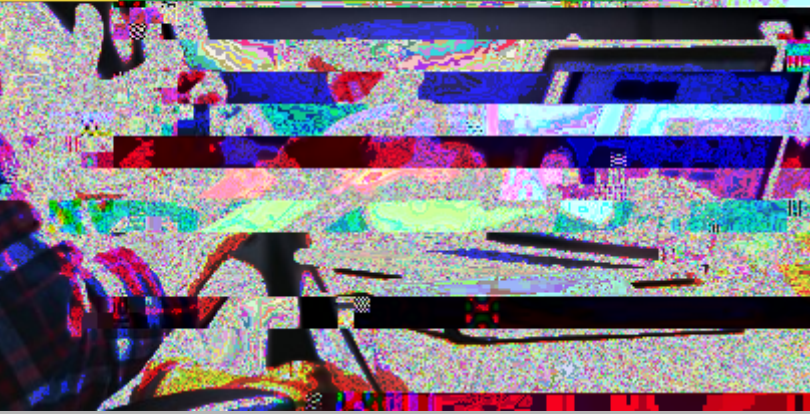


The background is a complex collage of images. On the right side, there is a close-up of a person's face, showing their eyes and nose. Below this, there are several horizontal strips of different images, including what looks like a globe, a person's hands, and various abstract patterns. The overall color palette is dominated by shades of blue, green, and yellow, with some red and white accents. The text is centered on the left side of the image.

# Redefining Service Brilliance:

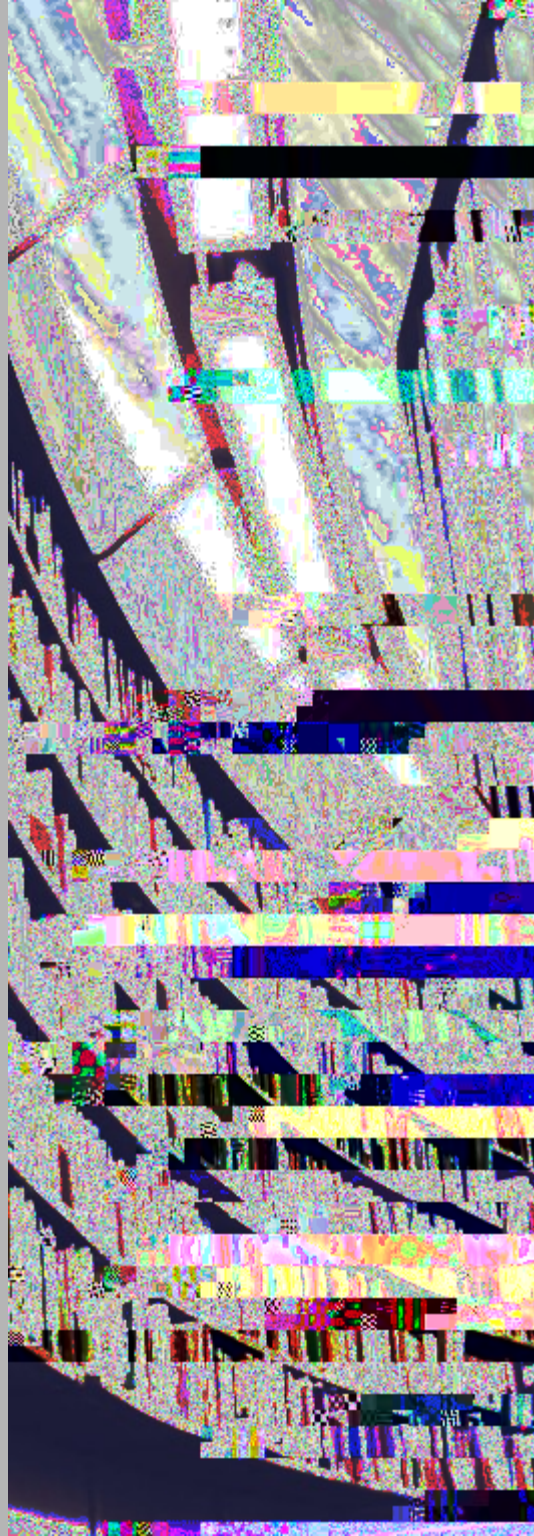
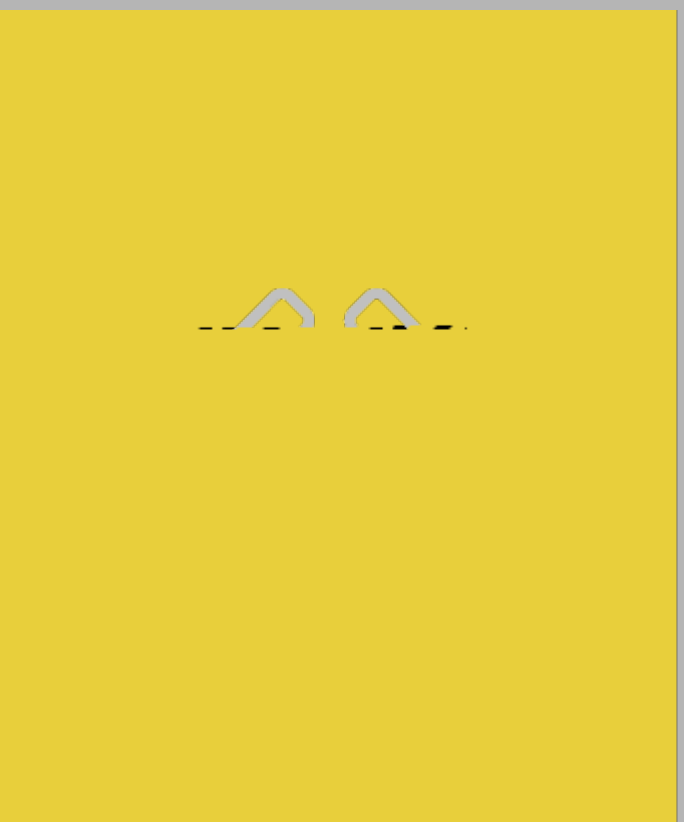
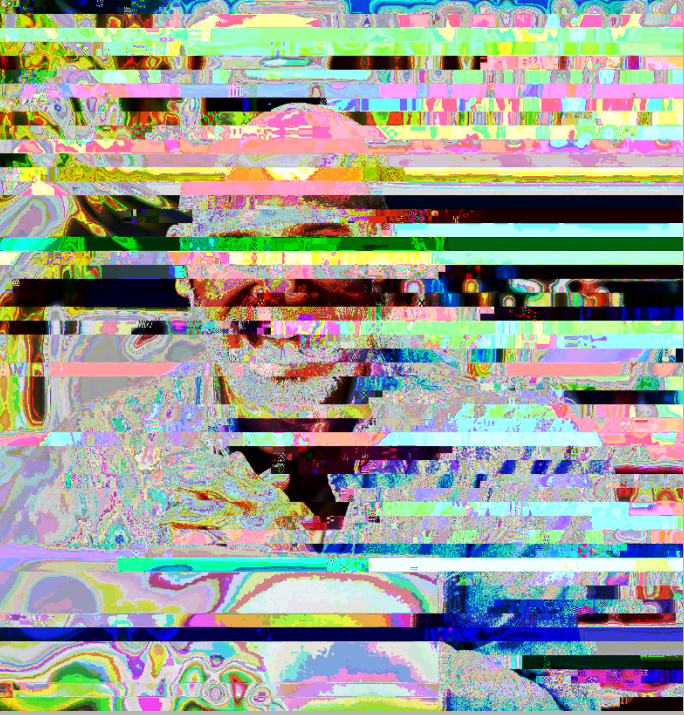




# P a A ac

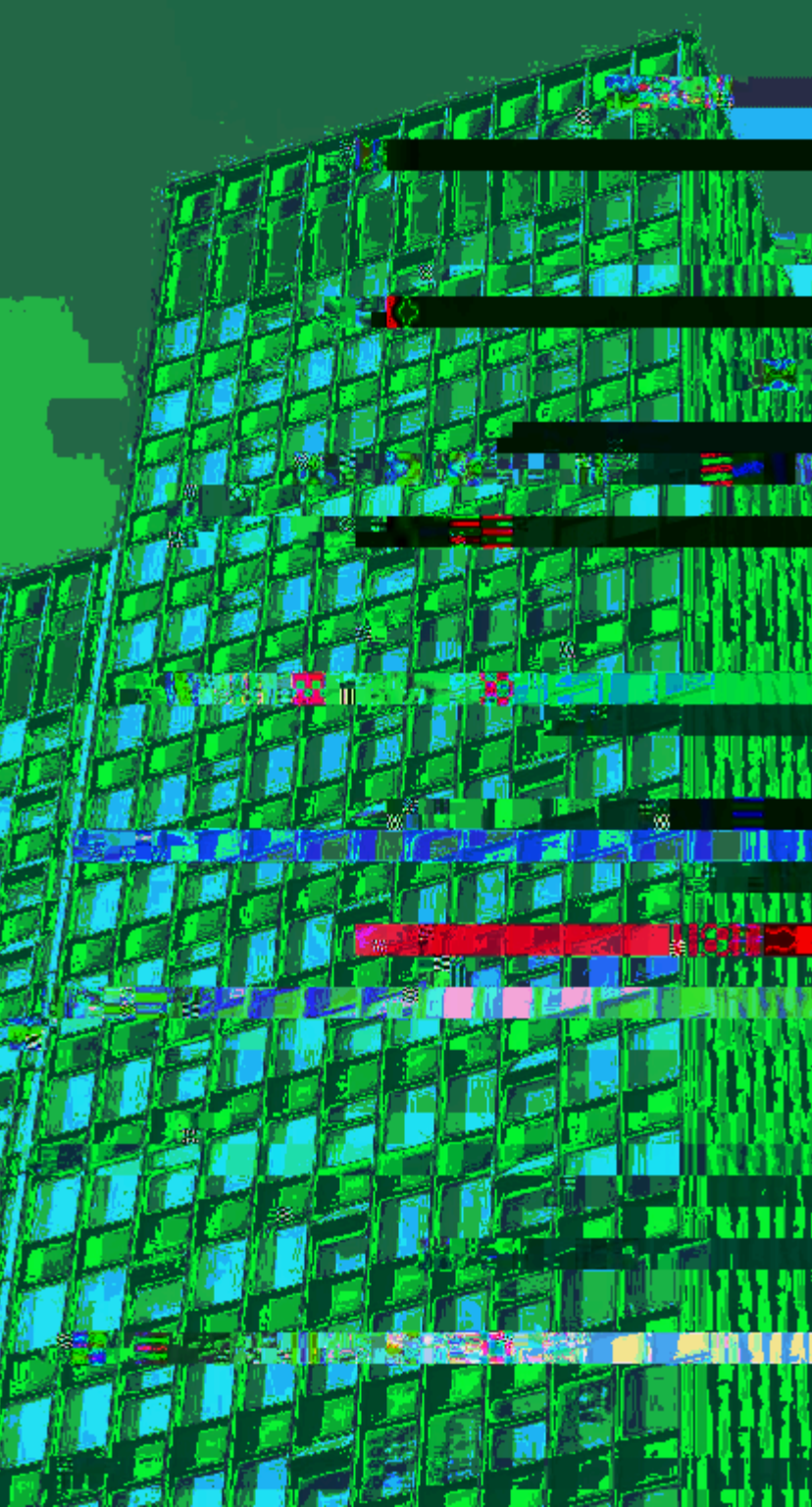
Through engaging and interactive workshops, employees will embark on their customer service journey to refresh and refine their customer service skills. This touchpoint clarifies the expectations that employees are expected to uphold when performing their job duties and interacting with others. This program is designed for anyone who interacts with people at the University.





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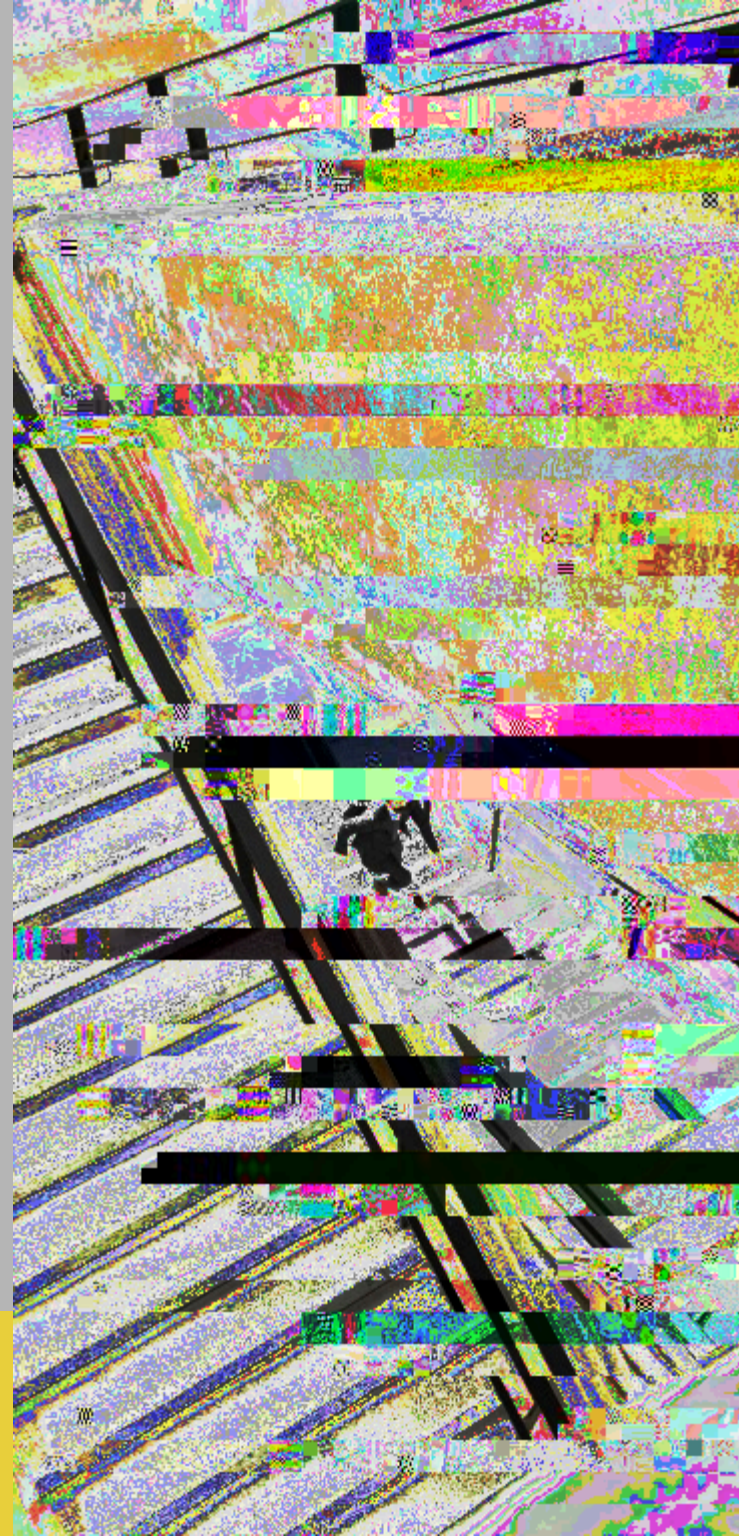


# Service Brilliance Modules





# Unlock Your Potential with Service Billiance



## Live Facilitated Sessions

Immerse yourself in our weekly 2-hour live sessions. Led by expert facilitators, these required sessions provide a collaborative space for in-depth exploration, discussions, and real-world applications.

## Reinforcement Takeaways

Following each session, participants will be expected to practice key learning outcomes on the job and bring back their insights to the following session.

## Overall Time Commitment



Nomination

20

20

20

20

20

20

employee interest

employee interest

employee interest

Manager nomination or

Spring

Manager nomination or

20

July 20

Fall

Fall I

summer

Sum

August

employee interest

[training@usf.edu](mailto:training@usf.edu)