



Manifestations Worldwide Inc.

Partner Services Training

- 1. There is no way that the quality of partner service can exceed the quality of the people who provide it.** Remember to treat our partners with the kindness and respect that you think you deserve.
- 2. Realize that partners will treat partners the way that they are treated.** So remember to treat everyone with dignity, respect, and love to perpetuate a great partner service cycle.
- 3. Do you know who our partners are?** Recognize partners, call them by name, and remember at least one name per week.
- 4. Do our partners know who you are?** If they see you, would they recognize you? Could they call you by name? If you have never introduced yourself, they probably would not.
- 5. For good partner service, go the extra mile.** Do more than they ask and more than they expect.
- 6. Do you greet partners as they walk in the door?** We only have one opportunity to make a great first impression. However people will make a value assessment of the ministry based off of their first impression.
- 7. Give partners the benefit of the doubt.** Proving to them why they are wrong and you're right isn't worth losing or souring a partner over it. You should never try to win an argument with a partner. Listen to understand, speak to clarify, then....leave it alone.
- 8. If a partner needs information or assistance, do everything you can to help.** Never just pass the buck to avoid having to serve someone.
- 9. Remember to behave properly in the correction of an unruly partner.** Poor behavior cannot be remedied with more poor behavior.
- 10. If you want to know whether your attitude is right in a situation, ask a neutral partner.** Let's create an atmosphere where we hold one another accountable for our actions with all partners.