

SERVICE DESK COORDINATOR LEARNING PATH

This learning path guides Service Desk Coordinators through a sequence of online training courses focused on the key performance indicators and job description of the Service Desk Coordinator.

LEVEL 1: FOUNDATIONAL KNOWLEDGE

- Service Desk Coordinator Orientation 2021 (2 hrs)** — This course focuses on the foundational knowledge, checklist, skills, and tools for this role. This course should be completed within the first 90 days of employment.
- Welcome to Our Culture (2.5 hrs)** — Learn about the unique Paul Mitchell Schools culture and your role to sustain it.

LEVEL 2: PRACTICAL APPLICATION

TELEPHONE SKILLS

- Telephone Skills: Telephone Call Scenarios (35 mins)** — Learn how to communicate in various telephone call scenarios, including questions and responses to improve service skills.

IN-PERSON COMMUNICATION AND DIALOGUE

- Prospective Future Professionals (20 mins)** — Obtain the tools and practice necessary to provide an extraordinary welcome for the prospective Future Professionals.
- Guest Service Dialogue and the 10 Opportunities (15 mins)** — Learn the guest service dialogues and mentor the Future Professionals to influence the service guests to return for future reservations.
- Guest Service Dialogue and the Service Completion (15 mins)** — Lead the service completion and mentor the Future Professionals in the guest service checkout process.

WELLNESS PROTOCOLS

- COVID-19 Sanitation for the Service Desk and Clinic Classroom (20 mins)** — This e-course demonstrates sanitation and disinfection best practices. Remember to always refer to and follow your state board sanitation and disinfection rules and regulations.
- Guest Welcome and Check-In with Wellness Protocols (10 mins)** — This course reviews the guest welcome and check-in utilizing COVID wellness protocols.
- Guest Checkout (15 mins)** — This course reviews the guest checkout utilizing COVID wellness protocols.

MEEVO

- Meevo Video Library** — Please review the following videos in the Meevo video library:
 - Meevo Guest Check-In/Release of Claims
 - Meevo Guest Checkout
 - Meevo Scheduling/Changing a Reservation
 - Meevo Waitlist
 - Future Professional Schedules

LEVEL 3: MASTERY

- Responding to Guest Challenges (20 mins)** — Lead the guest challenge process using the guest service refinement process. Learn to guide the service guests toward service satisfaction.