

CASE

Case Study: Transportation

Dexian Successfully Creates Customized Service Desk Training

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CLIENT:

An independent airport authority, created with the consent of the United States Congress to oversee management, operations, and development of the two major airports serving the U.S. Capital

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Challenge

- The client was experiencing quality inconsistency and service gaps due to a lack of training program for their Service Desk
- They also had no plan for their future training needs

Solution

- Team Size: Variable
- Develop a comprehensive training course that meets current needs but that also anticipates future needs
- Direct management of training course

Outcome

- All training activities are documented and reported on a weekly basis
- All trainers participate in a monthly course review

STUDY