



Service Essentials™ for Everyone!

Re-energize your staff with these essential skills for excellent customer service. Six-modules comprised of one-hour or two-hour training segments will give your staff the basic skills, attitude, and awareness of how to delight your internal and external customers.

Topics Include:

1. Attitude of Excellent Service
2. Identifying Customer Needs
3. Thoughtful Body Language and Words
4. Uncompromising Service at Every Contact Point
5. Resolving Conflict
6. Exceeding Customer Expectations

What RESULTS can you expect from Service Essentials™?

- Customers come back because of the way they were treated by your staff
- Company image represent highest of service standards
- Positive word of mouth about your service increases sales
- Internal customer service practices increase morale and reduce turnover

This program can be trained by someone in your organization:

The Service Essentials™ Trainer's Kit includes all tools and information to train the program in-house. The Trainer's Kit includes:

- Facilitator's Guide – including a step-by-step script for the novice trainer, check list, and trainer's tips to ensure a successful learning experience
- Transparency masters, Participant Manual, Essential Practices Card

Feedback from a few Service Essentials™ Participants...

- *"This program helps to correct negative behaviors and teaches how to give respect to customers and employees."*
- *"This program clearly defines how to better perform our job and how to deal with our customers."*
- *"It initiates positive thinking and attitudes."*
- *"Service Essentials™ introduces essential behaviors necessary to provide quality customer service and satisfaction."*

Why use Service Essentials™ for your customer service training needs?

Energizing

- Participant's interaction and real world experiences are built into the learning process. Service Essentials™ is an enjoyable experience resulting in a renewed focus on internal and external customer service.

Cost Effective

- Train-the-trainer option for delivery.
- Licensing agreement materials for large groups.

Easy to schedule training

- One-day, or two-day training options.

Customizable

- Case studies may be customized to demonstrate service issues directly related to your business.

Behavior Based

- Individual assessment and action plans included for improvement in every essential customer service practice.

Reinforcement

- Essential Practices Card – a summary card of critical skills to be kept handy by each employee in the work place.
- Personal development plans may be built into your performance management system.

For more information please contact:

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