



SUCCESS4 OTHERS CORE PERSONNEL TRAINING

WWW.SUCCESS4OTHERS.COM

CSR CUSTOMER SOLUTIONS RESPONDER

This class is designed for Customer Service Representatives, Dispatchers and Lead Coordinators. Once you are successful at getting the phone to ring, how you handle the next critical steps are essential to winning or losing the caller's business.

The interactive exercises throughout this course are designed to:

- Learn procedures and communication skills needed to capture every customer at original contact.
- Educate your clients on the front side so that they are more prepared when your field personnel arrives to invest in your company.
- Successfully promote and sell maintenance agreements over the phone.
- Transform frustrated clients into your biggest advocates.

"The customer experience is the next competitive battleground." ~ Jerry Gregoire CEO Dell Computers

1 DAY FROM 8:00am - 4:30pm

THE MODERN TECH

Attendees will learn a complete interactive service call process that demands your customers' trust and bullet proofs your data base.

The interactive exercises throughout this course are designed to:

- Educate you how to capture your customer's attention and engage them
- Utilize proven educational processes that lead to increased average tickets, maintenance agreement sales and add-on/accessory sales.
- Make your customers aware of replacement benefits without selling them anything
- Delivering logical options that make sense for your customer and earn their approval
- Equipment benefits that drive sales and/or lead generation

"Customer satisfaction is useless, Customer loyalty is priceless!" ~Jeffrey Gitomer

2 DAYS FROM 8:00am - 4:30pm

CLOSERS ACADEMY

Attendees will learn a proven, successful, ethical sales process from start to finish that is designed to help your customers get what they want.

The interactive exercises throughout this course are designed to:

- Provide each person with influential techniques to educate your customer(s) on what they have now, what you will be doing differently and how this benefits them.
- Powerful system and accessory package presentation that eliminate your competition.
- Asking for the business on every call.
- Making it easy for your customers to do business with you.
- Earn powerful testimonials and referrals.

"If you care a little bit, you'll get decent results. If you care enough, you receive tremendous results!" ~Jim Rohn

3 DAYS FROM 8:00am - 4:30pm