

Service First Video Library



Service First, the customer service video library is a powerful video-based training system based on group interaction that makes it easy to train any number of employees and excellent for self-study – without limits – with immediate results and NO additional cost to train new staff in the future. It is so easy that you won't have to invest in experienced facilitators or devote a lot of time. There are 12 videos that will allow you to train your entire workforce in the art of exceptional service, with a new and fresh session each week or each month.

The 12 video titles are:

1. Your Key to Customer Satisfaction
2. Teamwork Development
3. Handling Complaints and the Irate Customer
4. The Language of Positive Communication
5. Effective Questioning and Listening
6. Exceeding Customer Expectations
7. Value-added Service
8. Effective Telephone Techniques
9. The Art of Satisfying Customers
10. Service Recovery
11. Empowerment
12. Total Quality Service

The Library series is available in 4 separate formats:

- VHS
- DVD
- VCD
- CD-ROM

Service First Video Library

The video library is your choice for:

- Training your entire workforce
- Small group workshops
- New employee training
- Self-study
- Sales clinics
- Home study
- Breakfast and lunch meetings
- Seminars, conferences and keynote presentations
- Motivational sessions
- Reinforce previous training programs
- Building a service culture
- Troubleshooting your customer service operation
- Monthly or weekly training sessions

The package includes:

- 12 DVDs/Videos/CDs or VCDs
- 12 Discussion Guides
- FREE Manager's Kit
- FREE access by Internet to the Facilitator Digital Set, that includes:
 - Leader Guide
 - PowerPoint Presentation
 - Discussion Guides
 - Answer Sheets
 - Certificate of Accomplishment

Investment: S\$2,995

Availability: This product was added to our catalog on Tuesday 05 April 2005