

Customer Service: The Royal Treatment

Guest service is alive and well. This trainer's Video covers the five rules of exceptional customer service and demonstrates to employees how easy it can be to make guests feel like royalty.

- Pro-active customer service
- The secrets of "guest relations"
- Everyone is a "customer"

(19 min) **DuPont. #26-HR17-DVD \$745**
Handbook Available

Customer Service: Difficult Customer ALERT

This program details a simple process which takes an unpleasant situation and turns it into a positive interaction. Employees will learn how to quickly diffuse angry customers.

- Perfecting listening skills
- Creating a customer service "rescue"
- Diffusing emotions of unhappy customers

(22 min) **DuPont. #26-HR18-DVD \$745**
Handbook Available

Power of Customer Service

Legendary in his own mind, customer service "expert" Clarence Trout will show you the "don'ts" of great customer service! **DuPont. #26-HR109-DVD \$295**

Point of Impact

The front line of any organization is where customers are won and lost—for life! Point of Impact! Clearly demonstrates the steps your front line needs to keep customers coming back – and it's easy. if you have an A-C-E up your sleeve: A= Attitude; C= Communication; E= Effort. (15 min)
DuPont. #26-HR106-DVD \$695

Who Cares?

"Customer service just isn't what it used to be." That statement can't be supported with statistics but not many people would argue it. The GOOD news is that organizations offering EXCELLENT customer service now have a greater competitive advantage than ever before!

Who Cares?, can play a critical role in giving your organization just such an advantage! We've identified and illustrated the four simple but critical cornerstones of excellent customer service:

- Greet the customer
- Respect the customer
- Listen to the customer
- Really help the customer!

(21 min) **DuPont. #26-HR67-DVD \$945**
Government Version Also Available.

Difficult People: How to Deal with Them

Hostile customers. Unreasonable co-workers. Indecisive, vacillating bosses. Over-agreeable (but do-nothing) subordinates. You meet them everyday, and dealing with them, just to say the least, can be stressful. But it need not be, as long as you got the tricks to identify, understand and cope. This program, based on the best-selling book Coping with Difficult People by Dr. Robert M. Bramson, examines useful skills in dealing with these so-hard-to-handle people. (15 min) **DuPont. #26-HR121-DVD \$745**

Telephone Courtesy Pays Off

The story begins when Barb receives a disturbing call from one of her best customers. The customer is threatening to end his business with her company because of poor service. Barb immediately calls a meeting with her staff. They work together as a team to uncover the secret of providing excellent telephone service-covering a wide array of topics including basic phone skills, voice mail, language differences, complaint calls and how to say "no" to customers. After discussing and reviewing the phone techniques, all team members decide telephone courtesy really does pay off!

This video is designed for all employees who come into contact with customers — not just front-line service personnel.

How-To Training Points

- How to courteously put a caller on hold
- How to effectively use voice mail
- How to handle angry customers
- How to handle diverse customers
- How to say "no" using the sandwich technique

(19 min) **DuPont. #26-HR78-DVD \$745**

But I Don't Have Customers!

Teach your employees to respect internal customers as if they were paying clients. By asking questions, listening and keeping their word, your employees can create a positive and productive work environment, which will inevitably reflect on your external customers as well.

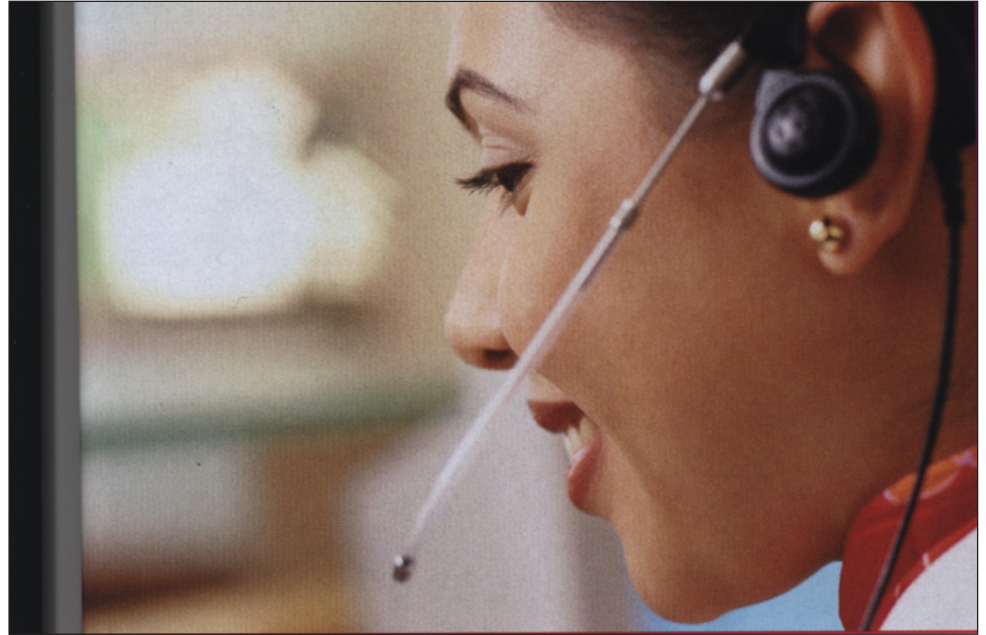
- Respect internal customers by determining their needs
- Keep internal deadlines
- How to listen, ask questions and improve relations

(19 min) **DuPont. #26-HR48-DVD \$845**

Quality Service in the Public Sector

Watch superb customer service in action with this program. Visit a variety of settings and see how service principles apply to each of them. Whatever industry you're in, *Quality Service in the Public Sector* can boost your staff's service skills, so that you can serve, satisfy and keep your customers. In any time, in any situation. Hand them the tools to render this kind of service: CARING and SINCERE.

DuPont. #26-HR90-DVD \$745



Telephone Courtesy: The Royal Connection

Customer loyalties can be crushed or created over the phone lines. This trainer's video demonstrates courteous and effective telephone techniques to ensure that your customers keep calling back!

- Avoiding the most common mistakes
- Determining and fulfilling customer needs
- Offering "royal treatment" over the phone

(21 min) **DuPont. #26-HR16-DVD \$745**

Handbook Available

The Secret: Customer Service Uncovered

This dramatic video guides the viewer through service challenges honestly and pro-actively. It also explores language barriers and other obstacles that can test the patience of your service personnel. Includes scenes from three different settings:

- Technical support
- Banks
- Retail environment.

DuPont. #26-HR51-DVD \$745