



TRAINING DAY ONE-SHEET

.....
This Passion of mine, **“Alzheimer’s Prevention”** (prentalzheimers.cc), is 100% financially supported by your participation and registration in attending:

Constant Improvement in Customer Service, Kaizen: Customer “Process” Continued Micro Improvement ®

Personalizedsalescoaching.com/one-day

HERE IS WHAT YOU WILL LEARN:

. Rule CCC: 3 over arching ideals in your work:

Character:

Moral compass, ethics, keep word

Calling:

God’s gifting, and experiences

Chemistry:

When people work together

. WORK/PEOPLE RULE:

TREAT ALL WORK AS BATCH (aka “punch list” morning routine). TREAT ALL PEOPLE AS PRECIOUS

**(co-workers first, guests second: WHY?
simple: when you respect your peers, you will honor y(our) customers.)**

. “One can choose to go back toward safety or forward toward growth. Growth must be chosen again and again; fear must be overcome again and again.” - Abraham Maslow

. How to RESPOND on the Phone Politely

. The Magic Formula for Asking Nurturing Questions

. Why older customers demand (and expect) more hand-holding

. Younger People servicing Older Customers—Top Ten Mistakes and How To Avoid Them

. SCHEDULERS: why you must learn these 4 new skills ASAP!

. RESPONSE TIME Continual Improvement strategies

. Putting people ON-HOLD correctly (so simple!)

. SUPERVISORS: How to train your staff to change to “owner” mentality versus “worker-bee” mentality (beginning with YOU, TOO!)

. In-Home TECHNICIANS: 7 ways to improve your “bed-side” manner with husbands & wives (especially “retirees”)

. 11 “brief encounter” GREETINGS for all hospitality staff to learn cold! (to make guests feel warm and nurtured)

. Caterers & Event Planners— 6 ways to boost repeat business & ecstatic clients

**. Landscapers, Home Builders, Irrigation: how to eliminate free drawings, free ...
...expertise & free consulting to customers who DO NOT move forward!**

. SERVICE MANAGERS: 8 techniques to set clear customer expectations BEFORE the work begins

. PATIENT FIRST! Universal language for ALL medical support staff (total transformation of office culture)

. HVAC/PLUMBERS/ELECTRICIANS

. How to listen for selling (upselling) opportunities and how to tee up & turn over to “sales department”

. Industrial products manufacturers: why your sales, technicians & service staff are running COUNTER to your MANUFACTURING GOALS & OBJECTIVES! (...and how to solve these common issues)

All attendees will learn these things, and so much more in our 7+ hours together, plus Networking Opportunities at Lunch, Breaks, and at the end of the “Training Day.”

THREE WAYS TO REGISTER→

1. VETERANS:

Please dial the phone, 443-629-0525, between 8am and 8pm EDT and speak to your Instructor for the One-Day Training, Bruce Seidman. (PLEASE DO NOT use the REGISTER BUTTON below. It will ask you to pay via PayPal or Credit Card).

2. HGTC STUDENTS:

Please email Bruce Seidman, bseidman@hgtc.edu to pay only 50% of the ONE-DAY TRAINING FEE, which nets down to \$102

3. EVERYONE ELSE:

Click the blue hyperlink below and pay the ONE-DAY Fee. No discounts, please...**UNLESS** ---> If you have 3 or more from the same COMPANY or PAYER, **YOU WILL receive a seat discount** (to be determined on the fly when we speak) by dialing the phone, 443-629-0525, between 8am and 8pm EDT, please. Bruce Seidman.

[Pay & Register Here](#)