



Equipment Edge™

Inside Sales

Build a Legendary Customer Service Culture

Description

By managing the customer experience through the delivery of exceptional customer service, you can generate additional revenue and set your company apart from competitors..

Equipment Edge™ is a unique training program that demonstrates the why and the how of providing legendary service, while behind the counter and on the phone. It gives your team the skills and tools to deliver an exceptional level of service at every rental, parts, and service touchpoint.

Using fun and inspiring activity-based training, your front-line team will learn to better focus on the needs of your customers and drive revenues.

Signature Worldwide's program will help:

- Build consistency in your customer service interactions
- Strengthen relationships with your customers by asking the right questions
- Convert inquiries to sales and rentals
- Identify upselling and other sales opportunities
- Deliver long-term results through a comprehensive reinforcement/sustainment program.

And because **Equipment Edge™** is specially designed to change employee behavior and create lasting improvement, employees will also further develop their new skills through post-training coaching and other on-going training reinforcement options.

Format

This training is available onsite or via interactive web classroom. Both training methods are delivered by an experienced Signature Worldwide trainer.

Who Should Attend?

Anyone responsible for converting incoming calls or in-person inquiries to rentals or sales, including:

- Inside Sales Counter Staff (Rental, Parts, and Service)
- Receptionists
- Parts, Rental, Service Managers
- Branch Managers
- General Managers

Program Outcomes

- Increased sales
- Consistency in service standards
- Increased level of professionalism
- Clear expectations for delivering legendary service
- Greater employee confidence
- Clear differentiation from the competition
- Increased customer satisfaction.

Next Steps

Please contact Barry Himmel (barryhimmel@signatureworldwide.com or 614-766-5101) to discuss scheduling this dynamic training for your organization.



Training Agenda

Introduction Welcoming activity and overview of the session

Legendary Service Characteristics of exceptional service are reviewed and ways to create a legendary impression are discussed

What's In It for Everyone Review value of delivering legendary service – benefits to the employee, benefits to the customer and benefits to the company

Reality Trip Listen to recorded phone calls and identify the customer service skills that were effectively used and areas where improvement is needed

Calling the Competition Make phone calls to competitors and critique the service and sales skills used

Connecting with the Customer Insuring that the interaction starts in a positive and professional manner

Discovering and Gathering Information Tips and process for ensuring understanding of customer's needs.

Skill Practice Practical role plays and other activities to apply the skills

Delivering Value Identify key behaviors for delivering value during customer interactions and setting your organization apart from the competition.

Skill Practice Practical role plays and other activities to apply the skills

Closing and Selling Strategies Identifying additional sales and rental opportunities through upselling and cross-selling. Build techniques for securing the business.

Skill Practice Practical role plays and other activities to apply the skills

Next Steps Discuss the components of Signature's ongoing reinforcement program

