

WOW

EXPERIENCE TRAINING FOR SERVICE PROFESSIONALS



Full Day Course

WOW Experience Training For Service Professionals

WHO SHOULD ATTEND: Service Managers, Technicians, & Sales People

COURSE MATERIALS: Participant Guide & Power Point Presentation

CLASS DESCRIPTION: Excellent Service does not simply come from a friendly smile or easy transaction. It results from truly understanding the customer's needs, including their emotional need, and putting the right guidelines and customer service standards in place, so you can exceed their expectations. When an organization puts the customer at its core—empowering its people and unifying its processes—outstanding customer experiences becomes possible on a consistent basis, from the first greeting to the service repair or installation. When all touch points are WOW Experiences, a customer has a much greater incentive to buy, return, give positive reviews, as well as recommend you to others.

DURING THIS PRESENTATION, YOU WILL LEARN:

- **The Pattern for Excellence** - A proven, principle based framework for best practice's in customer service
- A shift to a mindset and culture that embraces creating WOW Experiences for your customers
- A system and process to consistently ask and receive positive reviews
- Implement a culture of selling service agreements on every call
- A shift from selling on price and into a culture of value-based service
- Technicians must do more than "fix" the pain, they must genuinely connect with the client
- Learn to overcome more common objections in the field through building trust, likability, and value

"First of all, I would like you to know what a tremendous job that Power Selling Pros did at our employee training sessions this week. We've received great feedback from all branches on the training and I think our team members felt very good about the investment that Koch Air made in their success. We received many comments that it was the best training that they have received here. Kudos to you and your team!"

*Amy Watson
Koch Air | Marketing Manager*

"I attended the Power Selling Pros workshop this morning in White Plains and it was as advertised...amazing! Our trainer did a fantastic job. He was passionate, engaging, informative, empathetic, positive, humorous when necessary...In fact, he embodies all the qualities you guys teach."

*Bob Lapides,
ABCO HVACR Supply + Solutions
SVP Marketing & Communications*