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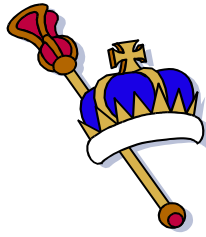
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Customer Service



The Royal Treatment

Exceptional customer service is at the core of any successful business. *To win a customer's loyalty you must treat them like royalty.* This new video explores the exceptional service in the "days of yore" and brings the concept of treating customers like royalty into today's workplace. This humorous video will teach employees how to offer exceptional service in five easy steps:

RECOGNIZE AND ACKNOWLEDGE

OFFER ASSISTANCE

YES, I CAN ATTITUDE

AGREE ON A SOLUTION

LEAVE THEM IN AWE

When you apply the "Royal Treatment" to every customer encounter, you position yourself and your company above the competition. Remember...

"To win their loyalty, you must treat them like royalty"

Length - 19 minutes

Item # - CUS01V-D

Support Material – Trainer's Toolkit (Leader's Guide, 50 employee handbooks and poster)

Preview - No Charge Rental - \$165 (7-day) Purchase - \$650