



*"The only thing worse than training your employees and having them leave is not training them and having them stay."*  
– Henry Ford

## Customer Service Essentials Train-the-Trainer & Licensing



Customized with your real-world scenarios & designed to meet your desired outcomes.

### COURSE OVERVIEW

Are any of these true for you?

You're tasked with creating a customer service program for your organization

You have high turnover & your front door has become a revolving door

You're not sure how to get your employees to consistently deliver great service

**If you answered Yes to any of the above, then you're in luck!  
Keep reading!**

Bonfire Training has a convenient and cost-effective solution to help you keep training going all year long. Our customized customer service training programs can be delivered by your firm at your location at any time, both for existing employees and new hires. With this program in place, you will make exceptional service the standard throughout your organization.

With Trainer Certification and a License Agreement, your organization will have Bonfire's proven Customer Service Essentials program as part of your curriculum. Your trainers can immediately train any of your staff throughout the year, creating consistency of service throughout your organization.

*"An organization's ability to learn, and translate that learning into action rapidly, is the ultimate competitive advantage."*

– Jack Welch



Train-the-Trainer and Licensing

**bonfire**  
TRAINING

# LEARNING OUTCOMES

Have new methods to keep participants engaged

Understand techniques for great customer service

Deliver training that supports department goals

Know the psychology behind the techniques

Align training with your company values

Have a turn-key program to facilitate

Relate training to real-world situations

# BUSINESS OUTCOMES



Improved Customer Satisfaction



Improved Employee Performance



Consistency of Excellent Service



Reduced Employee Turnover



Brought Company Values to Life

## WHO SHOULD ATTEND?

*Ideally, this course is for employees with experience providing Instructor-Led Training. For employees with no or limited training experience who have been tasked with Training, our Presentation Skills course is an excellent precursor for this course.*

## PROGRAM FORMAT

One-day onsite instructor-led session following two days of Customer Service Essentials training.

Live Remote Training options are also available.

Presented in a multi-media, fun, interactive manner with group exercises to engage participants.

Materials and job aids to support additional learning reinforcement.



Contact us to explore how we can meet your training goals!  
info@bonfiretraining.com / 800-888-4893

Train-the-Trainer and Licensing

