

# PREVIEW GUIDE

## Customer Service Toolkit



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## *Customer Service Toolkit Content and Background*

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Designed to provide facilitators with options to make their training programs more relevant and versatile, the *Customer Service Toolkit* is a library of 72 short, high-quality video clips that can be used to enhance your organization's employee training courses. Because the clips illustrate basic customer service "do's and don'ts" in a variety of settings, they are applicable for all industries and can be incorporated into many types of courses, from new-hire CSR training to how to supervise customer service representatives.

The clips in the *Toolkit* cover 6 customer service skill categories:

- Attitude and Professionalism
- Communication
- Problem Solving
- Service Recovery
- Supervising a Customer Service Department
- Internal Customer Service

## *Materials Included With the Customer Service Toolkit*

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The program includes all the of the following materials:

- ◆ The **DVD** included in the *Customer Service Toolkit* includes 72 clips with running times of anywhere from 15 seconds to 2 minutes. On this DVD, each clip/vignette is chaptered separately and can be viewed in two formats: with or without narration. In the narrated versions, brief comments are provided before each scene to give a general idea of what to look for in the vignette. As the narration plays, key phrases and words are highlighted through on-screen graphics. The non-narrated version simply plays the video clip with no introduction.
- ◆ The **Leader's Guide** provides 2 pages of discussion topics and questions for each of the 72 clips (see sample on pages 2-7 of this brochure). The Guide also includes reference tables that help you select clips by skill points, industry, or by whether the clip depicts a face-to-face or telephone customer interaction.
- ◆ The **CD-ROM** contains .mpg files of all clips, a pdf version of the Leader's Guide, a Flash tutorial on how to import the CD's video clips into PowerPoint, and an editable Word version of the Participant Worksheet.

# For more information...

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...about Performance Resources' award-winning videos and other training products, or for pricing information on this product, please call **1-800-263-3399** or visit us at **[www.owenstewart.com](http://www.owenstewart.com)**.



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