



Customer Service Training Manual: The Training Guide for Smile: Sell More with Amazing Customer Service

Kirt Manecke

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The *Customer Service Training Manual* is the Training Guide for the award-winning book, *Smile: Sell More with Amazing Customer Service-The Essential 60-Minute Crash Course* (also available on Amazon, and Book of the Year Award Winner-*Foreword Reviews*). Just like the book *Smile*, short and to the point, this brief booklet guide will let you maximize the customer service techniques and sales skills from the book in a very short time period. Complete with a self-assessment test, role-playing, mystery shopping and more. All in a VERY short booklet form. A crash course - just like the book *Smile*!

This training guide will help you and your employees apply the techniques in the book *Smile* to quickly improve customer service and increase sales. Use the exercises during meetings, one-on-one training, in role playing, and in informal staff sessions to give your employees the opportunity to practice customer service and sales techniques before they hit the sales floor.

NOTE! This training guide is ULTRA SHORT so you or your managers will actually use it and you can start TODAY! You can move at lightning speed to train your staff on the **most important** little details that are the BIG details to your customers. If you don't get these basics right, the rest is not going to matter.

Use the *Customer Service Training Manual* along with the book *Smile: Sell More with Amazing Customer Service* to quickly, easily and affordably train your staff to delight customers who buy more. Scroll up, buy this training manual today, and create profitable, lifelong customers in 60-minutes or less!

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