

FEELINGS

RETAIL • SERVICE



FEELINGS RETAIL • SERVICE

The **very** first customer service program ever developed.

Today, millions of people from every corner of the world have experienced the "Feelings" training program and continue to use that knowledge to improve themselves and their organizations. "Feelings" will sharpen your customer awareness and teach you new ways to:

- Provide quality service
- Deal with customers in difficult situations
- Build a comfortable environment for customers and co-workers
- Make your work more personally rewarding
- Establish positive communications with supervisors
- Feel more confident about yourself and your abilities

"Feelings" offers a proven formula that works. It will change your life while helping you and your organization deliver superior customer service.

Welcome to "Feelings": the unique learning program that will help you reach a higher level of personal excellence and customer care.



JOHN TSCHOHL PRESIDENT
SERVICE QUALITY INSTITUTE

John Tschohl is president and founder of Service Quality Institute, the global leader in customer service. Organizations of all sizes, in many different industries from across the world are using his innovative approach to driving a service culture and implementing a customer service strategy.



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