

# Train your entire workforce with the Service First video library



**John Tsohli** • Today's Restaurant Contributor

Management must drive a Customer Service Training Program continuously for all employees. One shot programs die after a few months. Continued training is the only way to create World-Class Service and a Service Culture.

The Service First Video Library is one the easiest programs to facilitate. Each of the Twelve DVDs are approximately 20 minutes long and come with discussion guides and answer sheets. With a wide range of topics and sessions, this easy to use system can introduce a new training program every month for your entire workforce for on-going training.

The Service First Video Library can be used by any type of organization to improve customer service because the concepts and vignettes are generic and cover every segment of the marketplace.

### The Service First Video Library includes:

- ◆ **A Facilitator Manual:** A comprehensive customer service resource filled with instruction guides, exercises, insights, and expertise that guarantees success beyond expectation.
- ◆ **Power Point Sessions:** An easy-to-follow presentation for added visual impact and to enhance learning.
- ◆ **Discussion Guides:** Two pages per video to help promote group

participation through active involvement and guided discussion.

- ◆ **Certificate of Accomplishment**  
Printable for each participant upon completion of program.

### Each session can be facilitated in 1 hour or less and contains the following:

- ◆ 12 Different Video Learning Sessions
- ◆ 1 Facilitator Manual
- ◆ 12 PowerPoint Session Slides
- ◆ Discussion Guide to accompany each video
- ◆ Answer Keys
- ◆ Certificates of Accomplishment

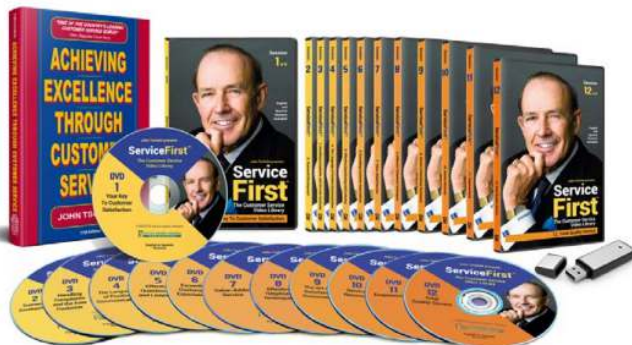
### Benefits of The Service First Video Library Include:


- ◆ Train any number of employees with immediate results
- ◆ Pay NO additional cost for future staff – cost is not based on number of users
- ◆ It's so user friendly you don't have to invest in experienced facilitators
- ◆ Fresh and relevant video examples
- ◆ A solid foundation for future customer service training

Order the Service First Video Library now. Free shipping worldwide via federal express. The Service First Video Library can be delivered on 12 DVDs or a Flash drive with Free shipping!

For over 45 years, Service Quality Institute has provided customer service training programs and strategies to businesses all over the World. John Tsohli is a professional speaker, trainer, and consultant. He is the President and founder of Service Quality Institute (the global leader in customer service) with operations in over 40 countries.

John is a self-made millionaire traveling and speaking more than 50 times each year. He is considered to be one of the foremost authorities on service strategy, success, empowerment and customer service in the world. John's monthly strategic newsletter is available online at no charge. He can also be reached on Facebook, LinkedIn and Twitter.






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