



Building Exceptional, Profitable Service Teams

Distance Learning Package include:

- Work with Dr. Doug Adams and team to dramatically improve your Customer Satisfaction Index and Profitability
- Detailed Team Report and Personal Assessments for individuals on your Service team
 - Bi-monthly webinars for Service Managers
- Bi-monthly webinars for all Service Team members focused on how to offer the best service and to be profitable at it too!
- 13 customized, skill-building eLessons plus 13 management webinars for reinforcement
- Includes two Service Retreats per year in Carmel area

Call

1-831-659-8580

Take Your Service to the Next Level

Our Exceptional Profitable Service Program takes your Customer Satisfaction Index to a whole new level! You will determine what is High Customer Satisfaction and then help to design a solution that will reward you with High Customer Satisfaction Index and increased profits.

Low Cost Distance Learning Reaps High Value

With the bi-monthly meetings held over a 12-month period, you will be able to focus on figuring out what the customer wants and deliver it to them, and more. Sometimes you have to redesign systems, processes, or the environment in order to make sure their experience is excellent. The results are increased and repeat repair orders, high customer retention, improved Customer Satisfaction Index, and increased profits.

Program Directed By Leading Development Expert – Dr. Doug Adams and team

Our distance learning programs bring world class expertise to YOUR office on a consistent basis. Get the value of distance learning without losing down time or travel time. Our programs are founded on theoretical excellence and tested by years of applied research in the business setting. You learn what works in business!



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