

Order Today!
Reduced Pricing
 for a
Limited Time!!

SERV Tech Talks

An off-the-shelf training program for your service technicians!

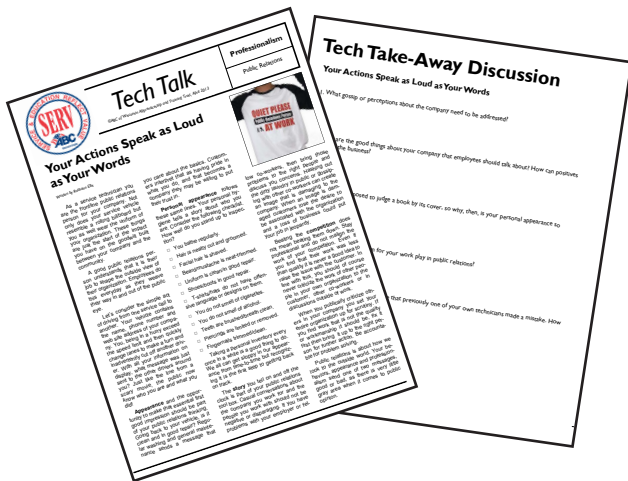
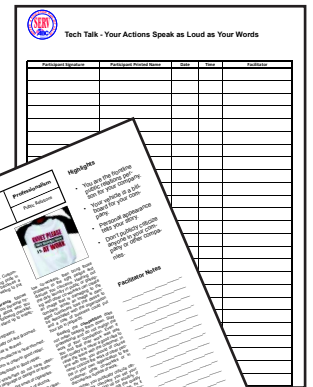
"Overall, I think this is fantastic! I feel the benefits a company and service department will get from this are great!"
 Michael Breen, Service Manager, Sure-Fire, Inc., Horicon, WI

Do you turn all of your service customers into repeat customers? Are your customers recommending you to others? What is the difference between a positive customer experience and the last call you'll ever make for that customer? It could be a lot of little things, many of which are covered in ABC of WI's new training program, *SERV Tech Talks*.

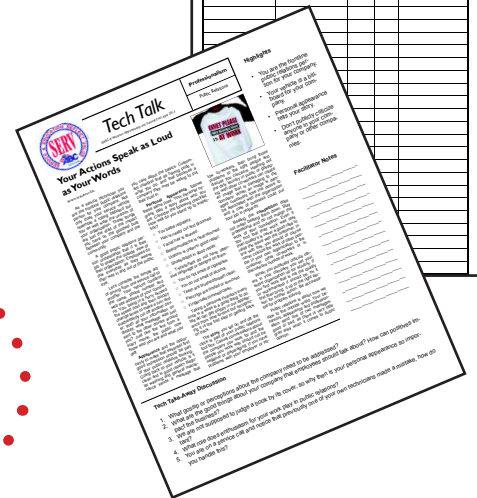
Tech Talks is designed as a resource for service departments to keep them on track with many of the customer service issues facing them, regardless of the type of service work performed. The flexibility of the program allows each company to decide how they're going to use it. The choice is yours!

Contents of the SERV Packet

- 3-ring manager's binder with technician pages and manager pages
- Your company logo on the front of the binder
- CD with PDFs of all technician pages
- One bound technician manual with all topics



More affordable than ever!



Technician Pages

- 26 reproducible topics
- Topic discussion questions on the reverse side

Each Manager Page

- Copy of the technician page
- Highlights of the topic
- Room for manager's notes
- Technician discussion questions on the bottom of the sheet
- Attendance log on reverse side

26 service topics to discuss with your service technicians!

Customer Service

- Talking to Customers about Money
- Keeping Business Customers Up-and-Running
- 7 Steps to Diffusing Angry Customers
- Women of Influence
- You Are a Guest in Their Home-Act Like It
- Respecting and Overcoming Language Barriers
- Serving Physically Challenged Customers
- Residential Customers Need Special Handling

Time & Material Management

- Productivity and Cellphones
- Cut the Clutter
- Making Peace with Paperwork
- Truck Stock: Do You Have What You Need?
- Windshield Time and the Parts Counter Eat Up Profits



Leadership

- Embracing Workplace Diversity – Part 1
- Diversity in Action – Part 2
- Ethics and Integrity Build Personal Value
- Building Trainee Confidence with Praise and Criticism
- Examining Leadership Qualities on the Job
- Training On-The-Job

Professionalism

- Say What You'll Do and Do What You Say
- Your Actions Speak as Loud as Your Words
- Establishing Quality Standards
- Be Genuine in Your Sales Pitch
- Instant Communication Can Cause Instant Problems
- Working with Dispatch to Meet Customer Needs
- 11 Ways to Improve Your Interpersonal Skills



SERV Tech Talks Order Form



With your order, please also submit a jpg copy of your company logo to ABC so that your SERV Tech Talks can be customized for your company.

Quantity	SERV Tech Talks	Price (Each)	Total
	SERV Tech Talks Binder (includes all facilitator and serve technician pages), a bound technician manual, and a CD with PDFs of technician pages	\$200.00 <i>Limited Time Price of only \$125.00</i>	
	Extra Service Technician Manuals	\$10.00	
		Sub Total	
	Shipping & Handling: Each Binder - \$7.00 Each Technician Manual - \$2.00		
		Total	

Please Note: Each binder is licensed to one location.
Branches of a company must each purchase individual binders.

Company Name: _____

Contact Name: _____ Email: _____

Address: _____ City, State, Zip: _____

Phone: _____

Paying by:

Check. Please make check payable to:
ABC of WI - Apprenticeship & Training Trust
5330 Wall Street
Madison, WI 53718

Credit Card

VISA MasterCard AMEX Discover

Card # _____ Exp. _____ CSV Code: _____

For more information, contact Wayne Belanger at ABC of Wisconsin
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