

Customer Service Training for Service Technicians & Delivery Drivers



Wednesday September 22, 2010 (register by September 15, 2010)



NEFI, 20 Summer Street, Watertown, MA 02472

Service Technicians (3-Hour Session) 8:30am – 11:30am

Delivery Drivers (2-Hour Session) 1:00pm-3:00pm

Customer Service Topics include:

- Greeting
 - Diagnosing the problem & Determining Customer Needs and Wants
 - Segments of a Service Call
 - Listening & Elements of Trust
 - Successfully Dealing with Questions, Concerns and Objections
 - When You get a Question, Concern or Objection
 - How to get commitment
 - Utilizing scripts
 - Commitment/Closings
 - Follow-up
 - Forbidden Phrases
 - Reflective Listening Skills/ Handling Irrate Customers
 - Promoting Value/Selling
 - Ending and Thanking the Customer
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- **Selling Skills:** Listening and identifying sales & up-sell opportunities, methods in building rapport and establishing good solid relationships with customers, use of soft closes and asking for the order.
 - **Helpful Tips & Methods of Selling Value verse Price:** Focus will be place on how to promote/sell value with company Oil, HVAC and Propane products, programs and extra value services (automatic delivery, service plans, and budget / price protection), explaining the program benefits, service(s) bundling approach, and handling the most common questions & objections you will receive.
 - **Technicians and Delivery Drivers** will learn how to greet, show customers respect, they will learn the need to respect customers property, present "unwanted" news of needing new equipment and learn how to up-sell equipment and service plans.
 - **Training Material / Content:** Each training participant will receive written scripts and training guide for their use. We bring to light real-life examples that the Technicians and Drivers will relate to and remember. We role-practice during the sessions. The team-based role-plays are often listed as one of the most important elements of changing long-held habits. Your people will have fun. There are rewards for participation and team exercises that insure that everyone participates. Each person is treated with respect and courtesy. We ask them to set personal goals so to test and learn new found skills. We encourage them to practice, coach & learn from each other from each type of call. The training is unique to each situation and need.

Education & Training New England Fuel Institute (nefi.com)

20 Summer Street
Watertown, MA 02472

617-923-5019 Phone
617-924-5962 fax
school@nefi.com



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New England Fuel Institute, Education Foundation, 20 Summer Street, Watertown, MA 02472

Application Form

New England Fuel Institute

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Company:		Contact person for this Registration:	
Title:			
Address:			
City: State: Zip:			
Phone:		Fax	
Email:			

\$200 – Members per student each session
\$250 Non-Members per student each session

Please attach list or copy this application form to register more students. Please PRINT. Check date – if applicable

Service Technicians
September 22, 2010
(8:30am – 11:30am)

Delivery Drivers
September 22, 2010
(1:00pm-3:00pm)

Name:	<input type="checkbox"/> Service Technician Session	<input type="checkbox"/> Delivery Driver Session
Name:	<input type="checkbox"/> Service Technician Session	<input type="checkbox"/> Delivery Driver Session
Name:	<input type="checkbox"/> Service Technician Session	<input type="checkbox"/> Delivery Driver Session
Name:	<input type="checkbox"/> Service Technician Session	<input type="checkbox"/> Delivery Driver Session

SubTotals> \$ _____ \$ _____

Net Payable to "NEFI" – \$\$Grand Total> \$ _____

We are a member of New England Fuel Institute (nefi.com). Any new company joining NEFI on or before seminar date may take the discount. Enroll online or get enrollment form at www.nefi.com or email school@nefi.com for a copy

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Fax First to 617-924-5962. For further information, please contact Andrea at 617-923-5019 or email school@nefi.com



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A check or credit card payment for the full tuition fee must be enclosed with this registration form. Payment must be received in full by the start of the class.

