



## **THE SERVICE ADVANTAGE™ – ONLINE TRAINING**

### **A Comprehensive Web-Based Service Improvement Program**

This is the web-based version of our very popular live, classroom training. Now you and your staff can enjoy all the benefits of a comprehensive and practical service improvement program – without leaving your desk.

#### **PROGRAM DETAILS**

##### **Style and Content**

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The program is approximately 90 minutes long and can be viewed in one sitting or in several short sessions depending on the viewer's preference. There is a book-marking feature that allows viewers to return directly to the place they left off.

The style of the program is interactive, fun and easy to use. The content provides real world skills that viewers can immediately put to use to improve the service they offer face to face, over the phone and via email. The six core modules of the program are:

1. Developing A Customer Friendly Attitude
2. Knowing and Using Your Service Actions
3. Email, Voicemail and Telephone Etiquette
4. Taking Service Initiative
5. Dealing With Difficult People and Situations
6. Recap & Quiz

##### **Back End Support and Tracking**

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Included with all our online programs, an administrator of your choosing can access the following information, 24 x 7, anywhere in the world via our online training website:

- Current statistics on which staff members have accessed the training
- How much time each participant has spent online with the course
- Which sections each participant has completed

## Pricing

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The fee for viewing the program is:

1 – 9 participants, \$59.95 per person

If you have over 10 people then discounts are available - please let us know your number and we will send you discounted pricing.

If you would like to view a short demo of the program please go to:

<http://www.quality-service.com/tsa/flash/demo/index.html>

## Biographies

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Karen Leland and Keith Bailey are the founders of Sterling Consulting Group, Inc. and the bestselling authors of six books that have sold over 300,000 copies worldwide. Their most recent book is *Time Management In An Instant: 60 Ways to Make the Most of Your Day*.

Over the past twenty-five years they have worked throughout the United States, Europe, Asia and South America with a diverse list of Fortune 500 companies in such industries as Banking, Transportation, Retail and Telecommunications. Among others their clients include: *Arco, Bank of America, Avis Rental Car, Johnson & Johnson, Oracle, Microsoft, Apple, Sprint and Xerox*.

They are sought after speakers who provide both motivation and practical hands on information in their presentations. They have spoken for such groups as *Young Presidents Organization, The Society of Association Executives, The Society of Consumer Affairs and the Direct Marketing Association* among others.

Because of their extensive experience and expertise they have been featured in dozens of magazines and newspapers including: *The New York Times, Newsweek and Time*. They also have extensive on-air experience and have been interviewed by *The Today Show, CNN, Good Morning America, Fox News and The Oprah Winfrey Show*.

Kaylyn Lehmann is a senior associate with Sterling Consulting Group and has consulted with companies on a wide variety of topics including: Managing Change, Conflict Resolution, Sales, and Train the Trainer.

After attending the University of North Texas and majoring in Applied Arts & Sciences, her career began at Outback Steakhouse as a training coordinator. Over the next eight years, she oversaw the opening of 29 restaurants and the training of over 5,000 employees.

Kaylyn specializes in employee retention and customer loyalty. She held the title of Vice-President of Guests for Not Your Average Joe's, a Boston based Restaurant Company, when they won the prestigious "Hot Concept" award from the National Restaurant Association.

As a consultant and trainer, she has worked with executives, managers, and front-line staff from AT&T, United Airlines, IBM, Johnson & Johnson's OrthoBiotech, Dupont and the Federal Aviation Administration among others.

For more information on the *Time Literacy In A Wired World* workshop, keynote or tele-class, please contact Karen Leland or Keith Bailey at Sterling Consulting Group (415-331-5200), [info@scgtraining.com](mailto:info@scgtraining.com) or [www.scgtraining.com](http://www.scgtraining.com)

### Partial Client Lists

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British Government  
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