



# NPS for CSR's

*"I learned all about taking our satisfied customers and making them delighted customers."*

Tracy P.  
 Mooresville, NC

## TESTIMONIALS

- ✓ **Milona S. (Buford, GA):** I recommend this program to anyone that wants to learn how to show the customer the importance and benefits of choosing their company over the competition! Extremely beneficial class!
- ✓ **Rhonda B. (Charlotte, NC):** I learned the right questions to ask the customer, how to show them the value of our products, and how to gain their trust.
- ✓ **Connie B. (Charlotte, NC):** This class gave me the insight into how I can improve my phone conversations with my customer and find ways to go the extra mile.
- ✓ **Dee B. (Charlotte, NC):** The class helped me with self-awareness, with being more thorough when on a call, and understanding customer needs. It was a very effective class, but entertaining.

*"I learned how to communicate with the customer better by telling them the benefits of our programs and services."*

Trisha W.  
 Peachtree, GA

- ✓ **Dean W. (Charlotte, NC):** This class reminded me that customers do business with companies they trust and that make them feel special. Using this process I can gain more opportunities to sell products and services.
- ✓ **Suzie B. (Charlotte, NC):** NPS for CSR's gives you different tactics to sell maintenance agreements using emotion.
- ✓ **Chris H. (Charlotte, NC):** NPS for CSR's helped me by highlighting areas of improvement on my phone calls and sales appointments. The new "catch phrases" I learned in class are important.
- ✓ **Dan P. (Hendersonville, NC):** We learned how to talk to customers by asking questions and being more personable. This will help create a bond between our company and our customers and will help us to retain clients.

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