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“Professionally Speaking”

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A Different Kind of Speaker
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Program Title		“Pickles, Pickles, Give ‘Em Their Pickles”	
Hours	3 - 5	Presentation Format:	Microsoft PowerPoint & Video
Course Description		<p>PICKLES are those special or extra things you do to make people happy. It's a hand written thank you note with every order shipped. It's walking the customer to the item they're looking for rather than pointing or maybe it's simply calling them by name. The trick is figuring out what your customers want and then making sure they get it. Each and every time. That's the PICKLE! When pickles are the way of life in your organization, your staff will;</p> <ul style="list-style-type: none"> ✓ Make service their number one priority ✓ Choose an attitude that benefits the customer and themselves ✓ Be willing to keep this level of service—no matter what happens ✓ Support each other as true team members <p>Sound good? Learn how to make it happen!</p>	
Highlights		Employees in any service industry will benefit from this program.	
Special Points		<p>Participants will:</p> <ul style="list-style-type: none"> • Define internal and external customer service “pickles” • Identify and discuss service expectations from the customer's perspective. • Identify how service provides can meet (or exceed) those expectations on a day-to-day basis • Understand the four (4) important “pickle components” • Analyze what happens when customers don't receive “pickles” 	