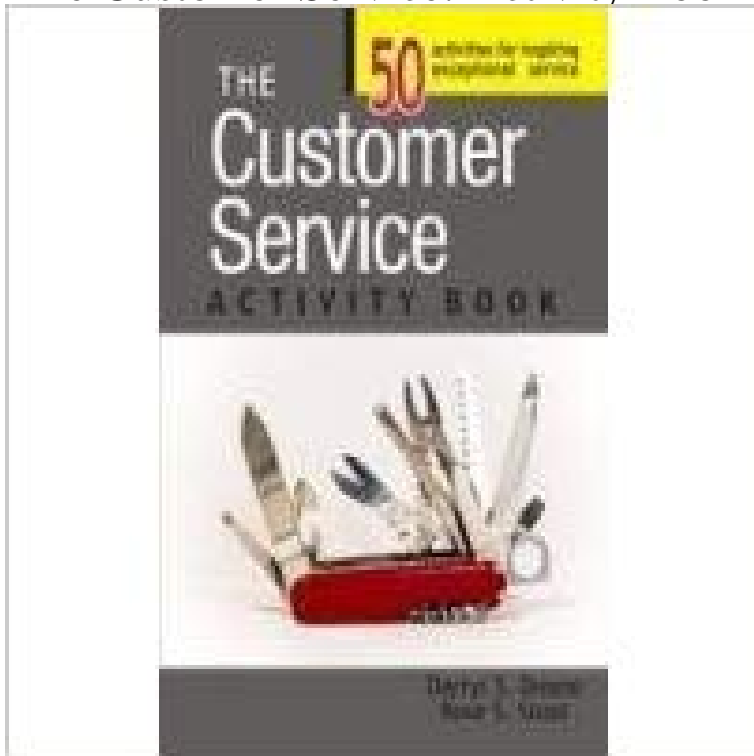


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This practical and timely tool is ideal for service managers, trainers, team leaders, and anyone whose job it is to get the best from a service group. The activities help you establish: better attitude, communications and teamwork, professionalism and problem-solving, better treatment of internal and external customers, an environment conducive to best practices, powerful web-based service, techniques for handling difficult or uncomfortable situations.

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