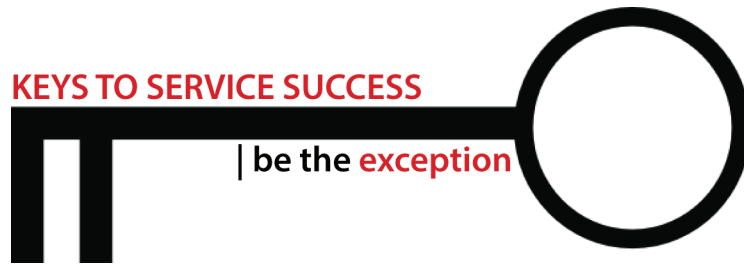


KEYS TO SERVICE SUCCESS



| be the **exception**

To implement an effective relationship building strategy into every interaction you complete, each and every day, from teammates, to supervisors, to company executives, will not only make an impression, but make you the **EXCEPTION**.

EXCEPTIONAL MODEL:

The **KEYS to SERVICE SUCCESS**; a six step model to establish and expand professional relationships that surpass expectations. The common sense strategy is simple to execute and 100% effective. It focuses on using straightforward tools to initiate trust and credibility; listen with determination; develop a clear plan; and recognize achievement.

EXCEPTIONAL TRAINING:

The interactive training approach is unique to this model and fosters an environment of team participation, yet ensures service remains authentic and personal for each member. Furthermore, the **KEYS** can be incorporated immediately into everyday work situations and positive results are instantaneous. If you work the **KEYS**, the **KEYS** will work!

*"The **Keys to Service Success** and Exceptional Service training was a great opportunity for our field team to refresh their focus on customer service. We recommend the training provided by Opportunities, Inc. as it gave us the tools to build trust and credibility with our job seeker clients, but also offered strategies to prepare for service-driven engagements with our business clients."*

- Jackie Hall

*Manager of Quality and Communications,
Workforce Development Board of South
Central Wisconsin*

| be the **exception.**

