



Press Release

Contact: Richard Lewis, Chairman,
Board of Directors, 239-275-2102

The Chamber of Southwest Florida to Offer Web-Based Customer Service Training

FORT MYERS — April 5, 2011 — The Chamber of Southwest Florida now offers area businesses high caliber web-based communication training from best-selling, national customer service training company. The platform, dubbed ServiceSkills.com, provides a library of communication training resources covering customer relations and leadership issues for subscribers' teams.

Richard Lewis, H S A Engineers and Scientists and 2011 Chairman of the Chamber stated today, "This is one new tool every business in our marketplace can benefit from. Our members will enjoy preferred pricing as part of their membership support of the Chamber. The Service Skills web based training product is a great way to 'sharpen the customer service tool set' for front line employees of companies in Southwest Florida. If you can get access to a computer and the internet, you can benefit from this service. I encourage regional employers to visit the Chamber of Southwest Florida web site and experience the free demonstration of this powerful training tool."

The Chamber of Southwest Florida chose a web-based program so it would be available to any business at any time. With ServiceSkills, employees learn at the comfort of their desks and when it's convenient in their schedule. A web-based system also cuts out the cost of traveling to seminars throughout the state or in neighboring towns, which saves money and time.

ServiceSkills improves communications skills

The ServiceSkills platform offers employers a comprehensive employee tracking system to assign courses, track course progress and individual rates of completion, access quiz scores and generate reports. More than 25,000 organizations including the American Heart Association, Canon, DuPont, Hyundai, and Kroger, among others, use the ServiceSkills platform to improve the way they communicate with customers and coworkers.

According to past President Steve Tirey, now Director of Industry Partnerships and Graduate Placement at Southwest Florida College, "This is a great set of training tools for anyone with front line customer service staff. From front line retail to professional office or call center work environments, this is a great training and re-training tool box for building and refining customer service skills. I encourage business leaders to check out this new service from the regional chamber. It's great! "

ServiceSkills courses are delivered via video, and include quizzes, post quiz feedback, keypoints and certificates of completion. The platform is also divided into two modules. The first is the *Telephone Doctor Customer Service Training Library*, which contains 22 courses presented by customer service expert Nancy Friedman, founder and president of Telephone Doctor®. Courses take approximately 20-30 minutes to complete and cover topics such as handling an irate customer, listening skills, and selling skills from A to Z, among others. The second is the *ServiceScenarios Customer Service Vignettes*, which contains 14 courses featuring wrong-way scenes that challenge the employee to problem solve. These courses take only 5-8 minutes to complete and cover handling harassment from customers, keeping customers comments and questions on the subject, and working with cell phone difficulties, among others.

ServiceSkills improves communications skills

Access to ServiceSkills.com via The Chamber of Southwest Florida is based on an annual subscription basis and number of employees using the system. Prices for Chamber members range from \$940 per year for 10 employees to \$10,260 for 300 employees.

For complete information about the ServiceSkills program available through The Chamber of Southwest Florida, contact Lynn Etienne , at 239-275-2102 or chamberswf@gmail.com.

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