



Dream, Reach ... Achieve

## GAME TIME CERTIFICATE PROGRAM

MODULE	HOURS	OUTLINE	COURSE INSTRUCTOR
Present State	1.5	This module will explore what the present state of the customer journey is now and identify what needs improving. The participant will identify how this journey can be easily adjusted to get to an exceptional state	<i>Bruno Lindia BAdmin - CPHR - RPR</i>
Exceptional State	1.5	This module will guide the participant in creating an exceptional customer buying journey It will help them create a service guideline and pinpoint the exact areas that needs to be delivered on every single transaction and with every customer.	<i>Bruno Lindia BAdmin - CPHR - RPR</i>
“Product – Service” Knowledge	2	This module introduces the participant to the concept of clearly identifying and describing what they EXACTLY are selling. The participants will go through a series of internal discovery reflective questions that will help them refine their sales focus.	<i>Bruno Lindia BAdmin - CPHR - RPR</i>
Sales Process	2	This module shows participants how to clearly map out an effective Sales process and to compare it to what is actually happening in their organizations. Once the Sales Process is identified, they will learn where they fit it with essential steps that need to be executed.	<i>Bruno Lindia BAdmin - CPHR - RPR</i>
Handling Objectives	2	This module will list and discuss sales objections that may come up in a sales meeting or call. The participant will be able to firstly identify the objective and then comfortably discuss it with the potential prospect in order to obtain more clarity as it relates to ranking the quality of the lead.	<i>Bruno Lindia BAdmin - CPHR - RPR</i>
Delivering Exceptional Customer service	2	This module introduces the participant on the key elements of the actual delivery of an exceptional customer journey. It shows how to effectively listen and deliver on what the customer actually needs.	<i>Bruno Lindia BAdmin - CPHR - RPR</i>
Scripting	1	This module explores how to identify, plan and execute on service failures. It will allow the participant the ability to develop and implement strategies and tactics to ensure that the customer is happy and will return for their next purchasing visit.	<i>Bruno Lindia BAdmin - CPHR - RPR</i>
Recovering from Service Failures	1	This module will help the participant to clearly and effectively identify and understand the most important ratios that relate to their specific Sales Execution Plan.	<i>Bruno Lindia BAdmin - CPHR - RPR</i>
Practice	3	This module allows Real Life role playing in a controlled manner that allows them to record, listen, score and adjust their conversational transactions. They will be introduced to a proprietary Call Evaluation tool only available through this Certificate program.	<i>Bruno Lindia BAdmin - CPHR - RPR</i>
Moving forward	1	This module will summarize the commitment and execution of an exceptional Customer Service Execution Strategy. It will review and put into practice the best practices to deliver exceptional service practices.	<i>Bruno Lindia BAdmin - CPHR - RPR</i>
<b>Hours</b>	<b>14</b>	<b>Notes</b>	

**Pricing / per Participant\***

**\$3,995.00**

\* Certificate of Completion awarded if a mark of 70% or higher is achieved on each module quiz and all assignments completed.

\*\* Price does NOT include Sales tax, Travel Costs ( if applicable)

\*\*\* Groups of 10 or more ( up to 15 ) receive a 5% discount. ( Price does NOT include Sales tax, Travel Costs ( if applicable))

\*\*\*\* Course instructor may change with no advance notice