



Customer Service Snippets Order Form (For Checks Only)

Mail this Order Form along **Russ Lombardo**
with your Check to: **917 Vandalia Drive**
Cary, NC 27519

Questions?
russ@PeakSalesConsulting.com

Make check payable to: Russ Lombardo

Name: _____
Street: _____
City: _____ State: _____ Zip: _____
Phone (Required): _____
Email: (Required): _____

Item	Qty	Unit Price	Price
Customer Service Training Snippets		\$24.95	
Includes on-line access to 3 training modules:			
- Part 1: Customer retention, the impact of losing customers, what are your customers' expectations, the Loyalty Factor, what customers want and the Science of Sales.			
- Part 2: Adapting the right mindset for customer service, making a good first impression, having the right attitude, the Top 10 Do's & Don'ts of customer service, the different personality types using the DISC profile and using the right listening skills.			
- Part 3: Presenting the right solution to your customer, handling objections, how to treat a difficult customer, the proper telephone techniques and good team work with the rest of your staff.			
Make check payable to: Russ Lombardo			
	Check #		Total

Note: Once your payment is received, you will receive an email containing the link to access your on-line Customer Service Training Snippets. You can re-visit this link as many times as you'd like, 24/7.

This order form is for **Check** purchases only.

Thank you for your business.