



Testimonials by Auto Value For Excel Sales Consulting

Did this course help you? Please explain:

- I was able to observe my own short comings and correct them (Rob Scabo)
- It showed me that your mental attitude can go a long way. It also showed me what I needed to improve on (Jon McDonald)
- Yes. It helped me work with my staff on goals, involve them more and learn about them and what they would like to accomplish (Jody Blood)
- Yes, simply because it gave me the opportunity to show my weaknesses and areas I need to improve on (Jackson Eckes)
- Yes it did. It helped me see some of the bad things I would do. It is helping me learn from my mistakes and to work on them to improve my customer service skills (Melissa Sealy)
- Learn how to be more patient and understanding towards customers and learn more about myself in reflection on how I respond to my fellow employees (Wyatt Leslie)
- Yes, it showed that it pays to be knowledgeable and courteous to customers (Diane Campbell)

Was this course applicable to my daily circumstances?

- Yes, it explains how to do your job in a professional way, rather than just getting customers what they need and sending them on their way (Elly Averill)

- Yes, we get a lot of different kinds of people with all different problems. It was nice to see. (Jon McDonald)
- Yes. The videos relate to exactly what we do each day. (Jody Blood)
- Yes this course was very helpful in showing my wrongs and turning them into positives (Melissa Sealy)
- Yes, my customers have noticed that I explain more solutions to their problems and concerns by listening to their concerns. (Wyatt Leslie)
- Yes it was. I learned a lot from the different scenarios that were practiced (Gord Siermachesky)
- Yes. The many scenarios portrayed were similar to those we experience almost daily (John Bergman)
- Yes. It showed how customers should be treated on the phone (Diane Campbell)

Please share any comments that you have about the course and list two main goals that you set:

- Goal one was being prepared for my workday before it starts. Goal two was body language and eye contact (Rob Scabo)
- It is a very good course. One of my goals was to be more patient with customers and then the other goal was to make a list daily of things to get done (Elly Averill)
- The goals I made were to take notes and to consider upselling (Dustin Heinermann)
- Gaining more patience with difficult customers and more knowledge with auto parts (Shelby Williams)
- The course reminds you of things taken for granted. Be happy and helpful (Diane Campbell)

Would you add or change anything to the program?

- Nope, the program did everything it was supposed to, not too hard and not too terribly simple (Jackson Eckes)
- I would not change anything (Melissa Sealy)

What were your expectations for this course and were we able to meet them?

- It was informative, also it helps me to be more helpful toward the customer (Stephen Sherman)

How will taking this course help you? Please list two examples:

- It helps me to try and ask more questions to help the customer. Also trying to learn more options to give to the customer (Stephen Sherman)
- I was made aware of things I did not realize I could and should improve on. Very informative. (Connie Kiemele)
- It will help maintain a positive mindset in the workplace and maintain a positive customer service environment (Jesse Taylor)
- How I answer the phone and how I judge a customer face to face (Rhonda Hansen)

Please share any comments that you have about the online training platform and process:

- The process was good and did not take too long. It took you step by step and instead of telling it showed as well (Jesse Wiesner)

Would you recommend this course to others?

- Yes. It was very in-depth and was the first customer service course that was relevant to “parts” that I have seen (Gerrett Bryant)
- I would recommend this as it gives excellent pointers (Rhonda Hansen)
- Anyone who is involved in retail should take this course (Clint Stone)