



**AVAILABLE NOW: EXCLUSIVE AND CUSTOMIZED “G.U.T.S” TRAINING!!**

*“The definition of guts is grace under pressure” – Ernest Hemingway*

Customers today demand more attention, service and quality than ever before. Social media gives them the power to recommend or harm your company’s reputation in an instant. And that reputation is in the hands of front line staff that don’t always come to you with the skills they need. It takes strength, spirit and special skills from your staff to keep customers happy and returning.

Shoppers, Inc.’s exclusive G.U.T.S. Training Program offers quick and effective skill improvement. See results immediately after your staff is trained in this simple, fun and proven system.

Participants will learn:

- Importance/Value of Great Customer Service
- Statistics on the State of Service in Today’s Marketplace
- What Customers Want/Expect
- How to Easily Give Customers What they Want
- Key Skills Necessary to Provide Memorable & Recommendable Service
- Review of Latest Secret Shopper Results (optional)

Participants also receive our skill reminder card and handouts. The G.U.T.S. Training is done in a 1-2 hour session. Details customized to fit your industry and company. If you are a secret shopper client of ours, we’ll include your shopper results to really emphasize specific areas for improvement.

Contact Kathy for more information and pricing: 800-259-8551 or [Kathy@InsightYouCanUse.com](mailto:Kathy@InsightYouCanUse.com)



**Have you got the G.U.T.S.??**

**G** = Greet/Get to Know  
**U** = Use Names (yours & theirs)  
**T** = Thank you  
**S** = Smile/Tone

**NO GUTS, NO GLORY!**

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