



Educational Seminars Institute
Automotive Management Specialists

Since 1984

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ESi Adds Online Customer Service Group Training

Simi Valley, Calif. – Feb. 26, 2013 – Educational Seminars Institute (ESi) has added online Customer Service Group training for service advisors, service writers and other front-line staff who interact with customers. The hour-long Customer Service Group meetings include a presentation on a customer service skill to improve the customer's experience when calling or visiting an automotive repair business. Each meeting concludes with a facilitated peer-to-peer open discussion.

The Customer Service Group training is offered twice monthly, and participation is limited to six individuals per group. To reserve a space or for more information, call toll-free (888) 338-7296 or email: esi@esiseminars.com.

"Customers are a company's most valuable asset," said Maylan Newton, ESi senior instructor and owner. "Our new small group training will help auto repair facilities retain these valuable customers by consistently providing the highest level of service."

ESi was founded in 1984 and offers "Independent Solutions for Individual Needs" through its Professional Business Development training series, an In-Shop Training Support Program, a Phone Coaching Program, the Service Writer's School of America, the Mega Marketing Symposium and Customer Service Group Web Meetings. All ESi programs are taught by automotive professionals with at least 20 years of experience in the automotive industry. For information, visit www.esiseminars.com, email: esi@esiseminars.com, or call toll-free (888) 338-7296.

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