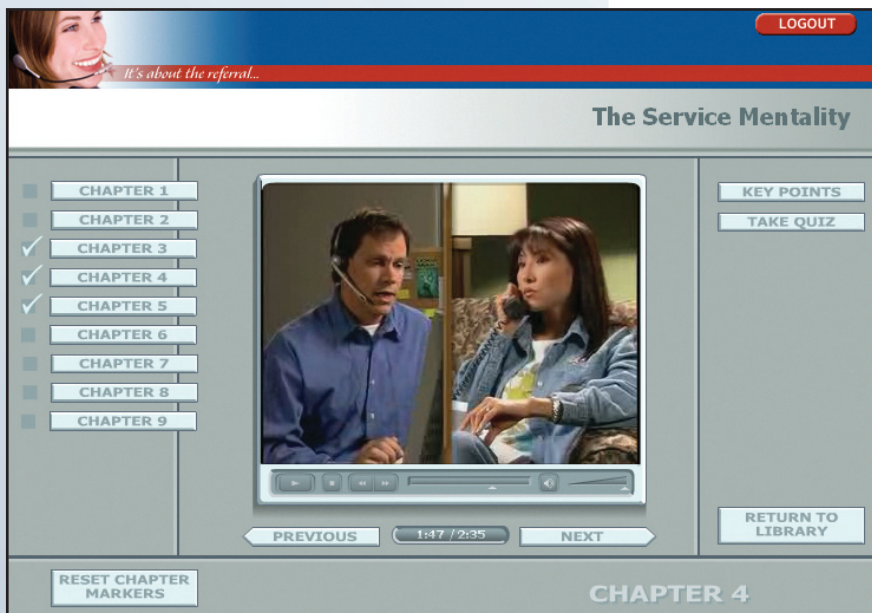


# Opportunity Smarts

*Generate referrals and increase customer retention!*

The quality of customer service you provide will have a direct effect on the number of referrals you get and the number of customers you keep. Quality training is the key to your ability to provide the highest quality of customer service.

Opportunity Smarts offers world class customer service training “on demand” over the internet. Your entire staff can be trained while sitting at their computers, anywhere in the world!



## Over 20 training courses:

- The Service Mentality
- Determining a Caller's Needs
- Five Forbidden Phrases
- Six Cardinal Rules of Customer Service
- Basic Telephone Skills
- How to Handle an Irrate Caller
- Seven Keys to a Positive Mental Attitude
- And many more!



## Opportunity Smarts

*It's about the referral!*

### How it works:

- Each course uses videos to roleplay realistic customer interactions
- Quizzes and answer feedback are used to help retention
- Certificates of completion are rewarded to team members who master each course
- Managers can assign and track their team's training
- Easy-to-use and access over the internet
- Avoid the time and expense of sending team members to off-site training seminars

### Perfect for:

- Office staff
- Technicians
- Sales staff
- Anyone who interacts with customers!



*Solutions for Profit & Growth*

**Opportunity Interactive, Inc.**

**www.OpportunitySmarts.com**

**1-877-816-6649**

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# ORDER FORM

The monthly fee is based on the total number of users you need. A minimum of 2 users (1 manager and 1 employee) is required.	Total # of Users Per Company	Monthly Fee Per User	
		Regular Price Per User	
	2 thru 9	\$30	
	10 thru 30	\$26	
	31 thru 49	\$22	
	50 thru 99	\$18	
	100 +	\$15	
User Full Name	Title	User Email	Monthly Fee
Manager:			
User 1:			
User 2:			
User 3:			
User 4:			
User 5:			
User 6:			
User 7:			
User 8:			
User 9:			
For more users, please attach additional sheets		Total:	



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Company Phone No.	ZIP Code of Card Holder
Contact Person	
<i>I hereby authorize payment to be processed on my account monthly for services and products outlined above.</i>	
Authorized Signature	Date
Title:	