

# BYRUM FLEMING

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## EMPLOYEE TRAINING/CUSTOMER SERVICE

### NEW TO MARKET

Byrum & Fleming's Employee Training/Customer Service list is compiled from JCP Publishing. In this digital age when customer complaints can turn into viral negative reviews, companies more than ever are training their employees in the techniques better customer service. JCP Publishing fulfills this need by providing seminars, training programs and manuals for business managers and customer service departments. Responses to their unique and effective programs are offered as selects within this exclusive list.

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### Total Database - 112,735

Selects available:

Retail Relationships	21,990
Telephone Techniques	15,765
Dealing with Complaints	14,056
Hospitality Industry Do's & Don'ts	18,972
Overcoming Employee Bad Behavior Habits	15,544
Dealing with Difficult Customers	11,843
When "No" is the Only Answer	14,565

### Terms and Pricing

List Rental	\$105/M	Recency Select (3 mos)	\$20/M	Gender or title	\$5/M
Minimum Order	3,000	Recency Select (6 mos)	\$15/M	Geography	\$5/M
Email shipping	\$50	Recency Select (12 mos)	\$10/M	Employee size	\$5/M

*Brokers Welcome*