



PROPOSAL KIT SAMPLE

Training Services Sample Proposal

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September 30

Christopher Jenkins
Customer Service Department
AB Call Company
5241 West Brookvue Avenue
Philadelphia, PA 19059

Dear Mr. Jenkins,

Thank you for the opportunity to submit a proposal for training your company personnel in the use of the new S-Call-8 Customer Response Software System. As you know, the S-Call-8 System has a track record of dramatically improving customer satisfaction while also increasing organizational efficiency and recordkeeping. However, as you also know, S-Call-8 is a sophisticated system that can take a fair amount of time to learn.

MindBend Training Institute has been in the business of training corporate staff and executives for more than fifteen years. We specialize in designing courses tailored to meet your organization's specific needs, designed to get results within your specific time frame and budget. In partnership with S-Call-8 Corporation, we have created a training course that gets S-Call-8 customers up and running efficiently in a minimum amount of time.

The cost estimates provided in this proposal are valid for 60 days. We look forward to working with you and your staff to quickly train your customer support staff and give your organization that competitive edge.

Sincerely,

Brad Lister
Lead Training Designer
MindBend Training Institute
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September 30

Software Training for AB Call Company

Prepared for: Christopher Jenkins
Customer Service Manager

Prepared by: Brad Lister
Lead Training Designer



DESCRIPTION

MindBend Training Institute proposes to train AB Call's 60 employees in 3 groups, so that while one group is training in use of S-Call-8, AB Call Company can continue their services using their old system. Training will take place in our fully equipped classroom and AB Call employees will be shuttled back and forth using AB Call vehicles.

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CLIENT SUMMARY

The Objective...

AB Call Company, a call center that contracts to multiple clients, has purchased the S-Call-8 call tracking system and desires to train its employees in using the system as quickly as possible with little downtime for the company.

- Introduce all AB Call employees to S-Call-8 basic features.
- Train customer service technicians to track calls, enter requests, look up answers and enter solutions into the S-Call-8 system.
- Train supervisory personnel to use the advanced features of S-Call-8 to evaluate and improve efficiency of the call center staff.

The Opportunity...

MindBend Training Institute is a certified S-Call-8 training facility. We have a proven track record of efficiently training employees and transitioning companies to the S-Call-8 system.

- MindBend can train AB Call employees in 'shifts' so that AB Call can continue their services while training is ongoing.
- MindBend can position a trainer onsite at AB Call Company to assist AB Call employees for one week after the S-Call-8 system goes 'live.'
- MindBend can offer thorough S-Call-8 basic training for new call center staff as requested by AB Call Company, as well as seminars for supervisors.

The Solution...

MindBend Training Institute proposes to train AB Call's 60 employees in 3 groups, so that while one group is training in use of S-Call-8, AB Call Company can continue their services using their old system. Training will take place in our fully equipped classroom and AB Call employees will be shuttled back and forth using AB Call vehicles.

- MindBend tours AB Call facilities one week prior to beginning training so that our instructors are familiar with the conditions under which their students will be working.
- Training of group 1 begins at the MindBend classroom, 8:30 – 4:30 M-F for two weeks. Training of group 2 follows at the end of this session, then training for group 3. Supervisor training will be simultaneous. Total training time for entire company staff: 6 weeks.

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