Training Publications For Your Employees

From Dick Detmer, Detmer Consulting, Inc.



A Practical Guide to Working in an Equipment Rental Business - A great employee training tool. This 15-chapter book uses stories and examples and addresses professionalism, telephone techniques, equipment maintenance, and other common opportunities in a rental business.

Test Booklet for "A Practical Guide..." - A chapter-by-chapter test question booklet covering Dick Detmer's "A Practical Guide to Working in an Equipment Rental Business -- 7th Edition"





The Guide to Great Customer Service - This book helps employees learn the art of giving unparalleled customer service, maximizing repeat business and boosting business profitability. The book is designed for use in any business and is not rental-specific. It is even great for suppliers.

Profit Techniques™ *Employee Newsletter* - This newsletter reinforces key points for employees that will help the rental business as well as the entire team working at the business to become "World Class."

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