



Request for Proposal  
Customer Service Training  
01/15/2010

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Joliet Junior College (JJC) is a comprehensive community college. The college offers pre-baccalaureate programs for students planning to transfer to a four-year university, occupational education leading directly to employment, adult education and literacy programs, work force and workplace development services, and support services to help students succeed. JJC serves more than 15,000 students in credit classes and 22,000 students in non-credit courses. JJC has approximately 855 full and part time staff; excluding adjunct faculty.

The Board of Trustees of Joliet Junior College, Illinois Community College District 525, invites you to submit a proposal for Customer Service Training.

An original and three copies of the proposal are due by January 15, 2010 at 11:00 a.m. at the office of the Director of Business & Auxiliary Services, Judy Mitchell, Joliet Junior College. Proposals must be in a sealed envelope and marked "Customer Service Training." They should be delivered to:

Joliet Junior College  
Building H, Room 1018  
Director of Business & Auxiliary Services  
1215 Houbolt Road  
Joliet, IL 60431

Proposals submitted after the due date and time will have their proposal returned unopened.

All questions pertaining to the RFP are due, via email, to Judy Mitchell [jmitchel@jjc.edu](mailto:jmitchel@jjc.edu) on or before January 4, 2010, 10:00 a.m. Answers and clarifications will be emailed to all vendors on January 7, 2010 later than 4:00 p.m.

The Board reserves the right to waive technicalities and informalities in the proposal process, to reject any or all proposals, or any part of any proposal, for any reason. The College also reserves the right to obtain clarification of any point in a firm's proposal or to obtain additional information. The determination of whether any proposal by a firm does or does not conform to the conditions and specifications of the Request for Proposal is the responsibility of the College.



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In an effort to provide employees with the appropriate training, instruction and coaching to perform their jobs effectively Joliet Junior College is soliciting proposals to secure professional training in delivering excellent customer service to external and internal customers which may include, but is not limited to, the following:

Greeting Customers (students, faculty, staff, outside community, vendors, and parents)  
Assisting Customers (students, faculty, staff, outside community, vendors, and parents)  
Offering Information & Options  
Checking for Customer Satisfaction  
Following Up on Decisions & Commitment

The scope of work for these services includes:

1. Seeking a contractor to provide quality customer service training to employees in group training sessions.
2. Training that will provide knowledge, develop skills and enhance employees 'ability to provide customer service in the workplace, which includes:
  - a. Greeting and assisting the customer
  - b. Focusing on the customer (both internal and external), listening for facts, asking effective questions, restating facts and expressing interest through positive verbal and nonverbal cues
  - c. Readiness to identify and assist in resolving problems
  - d. Reaching out to customers and being sensitive to their needs
  - e. How to answer the telephone
  - f. How to send and response to e-mails
  - g. Providing a professional response
  - h. Checking for customer satisfaction
  - i. Awareness of body language and tone of voice
  - j. Closed-ended questions versus open-ended questions



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k. Handling disgruntled customers

In responding to this Request for Proposal, it is critical that all elements of the following sections are fully addressed:

**Capabilities**

**A.** Describe the history of your organization in terms of the type of training/coaching/counseling services provided. Include the description of services, volume of services and client reference list. In relation to each client listed as a reference, provide:

- 1) contact name,
- 2) phone number
- 3) number of participants trained
- 4) content of programs administered.

**B.** Describe your organization's specific ability to provide this service to Joliet Junior College. Outline your organization's ability to tailor instruction and materials to the specific needs of Community College employees including the incorporation of the College's rules, regulations, policies and procedures.

**C.** Provide a resume for each member of your organization who may provide training.

**D.** Document specifically any and all training/coaching/counseling provided in a union environment, community college or diverse workforce inclusive of white collar and blue collar employee groups (i.e. laborers, public safety uniformed personnel, clerical and technical personnel and faculty, supervisory/management personnel).

Please note that any organization may submit a proposal to render services (in whole or in part) in response to the specific training areas outline in this Request for Proposal.

**Cost**

Specify the hourly or flat rate for your services or any other fee associated with rendering of your professional training services. Include any costs or other fees anticipated for the review of information, consultation with College personnel (or other professionals), preparation of correspondence and the use of instruments in the training sessions.