

Virtual Workplace Experience II
Nepris Videos



13-21	Unit 10 - Sales and Customer Service
<p>Nepris Videos</p> <p>Live mentor interactions are the most inspiring assignments students will have during this course.</p> <p>When live interactions are not possible, such as when a student is absent, Nepris houses all past engagements (with teacher and industry professional approval) in the “Video Library” section of the platform. Much like google, teachers can access videos by simply typing keywords into the Video Library search bar to find an array of pre-recorded sessions.</p> <p>Key search terms for Sales and Customer Service might include: Sales, Customer Service, Retail, Hospitality, Tourism, Acquisition, Sales Representative, Account Management, etc.</p> <p style="text-align: center;">Below are sample links related to the Sales and Customer Service sector.</p>	

Session Title	Link	Student Outcomes
Customer Service	https://nepris.com/video/customer-service-44541	<ul style="list-style-type: none"> Understand that it takes months to secure a customer, but only seconds to lose one. Learn about one woman’s innovative approach to library system management focused on the best experience for customers.
Customer Service Skills and Being a Good Employee	https://nepris.com/video/customer-service-skills-being-good-employee-47195	<ul style="list-style-type: none"> Hear directly from an AT&T professional about the ways in which the company trains employees to offer top-notch customer service. Understand how to diffuse a difficult situation with unruly customers. Learn that Customer Service is a transferrable skill across all sectors.
A Sales & Marketing Perspective on the World of Biotechnology	https://nepris.com/video/problem-solvers---sales-marketing-perspective-world-biotechnology-54976	<ul style="list-style-type: none"> Gain awareness into the sales and marketing strategies available in the biotechnology industry. Hear about the ways in which a budding company collaborate internally in order to expand their sales footprint, globally.
Developing a Sales Strategy	https://nepris.com/video/developing-sales-strategy-50737	<ul style="list-style-type: none"> Learn from an introvert who is succeeding in sales by his sense of empathy and understanding his clients. Understand how to set and obtain sales goals, and close a deal. Garner encouragement to think through your own sales idea and strategies.