

Genius Training Student Workbook

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The Genius Training Student Workbook is Apple's employee training manual for Apple Store tech-support employees, called Geniuses. The manual features various marketing techniques revolving around the end goal of selling merchandise. One of the basic tenets taught to the employees in training is that "Everyone in the Apple Store is in the business of selling".

Genius Bar - Wikipedia

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The Genius Training Student Workbook we received is the company's most up to date, we're told, and runs a bizarre gamut of Apple Dos and Don'ts, down to specific words you're not allowed to use,...

How To Be a Genius: This Is Apple's Secret Employee ...

Inside Apple's 'Genius Training Student Workbook' 80 Gizmodo has shared some interesting tidbits of what it claims is the most recent version of the Genius Training Student Workbook. By Kimber...

Inside Apple's 'Genius Training Student Workbook' - The Verge

Wonder no more - the full and most up to date Genius Training Student Workbook got in the hands of Gizmodo, and there's plenty of interesting and often even disturbing techniques that Apple Geniuses have to instil in their minds before starting the real work.

Apple Genius Training Student Workbook manual leaks ...

Description: The Genius Training Student Workbook we received is the company's most up to date, we're told, and runs a bizarre gamut of

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Apple Dos and Don'ts, down to specific words you're not allowed to use, and lessons on how to identify and capitalize on human emotions.

How To Be a Genius: This Is Apple's Secret Employee ...

The company's 'Genius Training Student Workbook' has just leaked onto the internet. The contents of the book are quite fascinating, essentially telling Geniuses-in-training how to think and what to say in nearly every kind of customer situation, and how to "sell gadget joy." Gizmodo, the site that originally posted the Workbook, reports: "The Genius Training Student Workbook we received is the company's most up to date, we're told, and runs a bizarre gamut of Apple Dos and ...

Apple's secret Genius Training Workbook surfaces online

Apple's secret Genius Training student workbook has just been leaked into the internet which teaches Apple's employees how to be a genius, and Gizmodo received a copy of it. If you are looking for downloaded or pdf version of the Apple's secret Genius training manual then chances is you won't be able to find one.

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Genius Training Student Workbook

The Genius Training Student Workbook, leaked to Gizmodo, reveals the ways Apple staff are encouraged to empathise with customers to guide them towards making a purchase. As the manual tellingly...

Leaked Apple Genius manual reveals seductive ... - Digital Spy

When Apple's Genius Training Student Workbook was leaked by Gizmodo two years back, it revealed a great deal about the extent to which

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the company goes to sufficiently train and produce the level of quality service anyone who's visited an Apple store comes to expect.

The Apple Store Guide to Insanely Great Customer Service

The leaked handout - or "Genius Training Student Workbook" - presents a scintillating look at why Apple retail employees act and speak in the unique way they do. The dirty details.

Leaked Apple store manual reveals madness behind the genius

Customer Service is also a big deal at Apple. So much so, they have a secret handbook for their customer support professionals, called the Genius Training Student Workbook. Those who've gone through the manual would notice the repetitive use of the word empathy – more specifically, the 3 F's of empathy – Feel, Felt, Found.

3 Enlightening Customer Experience Lessons from Apple ...

The Genius Training Student Workbook is Apple's employee training manual for Apple Store tech-support employees, called Geniuses. The manual features various marketing techniques revolving around the end goal of selling merchandise.

Genius Training Student Workbook - chimerayanartas.com

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Apple's confidential employee training manual has been revealed to the masses. The latest Genius Training Student Workbook for Apple sales staff landed in the hands of Gizmodo, which shared its...

Apple's Secret Employee Training Manual Revealed

Student Loan Refinance Calculator. Best Savings Accounts. ... "We read Apple's secret Genius training manual from cover to cover. It's a penetrating look inside Apple: psychological mastery ...

Apple's Secret Employee Training Manual Reinvents Customer ...

The Genius Training Student Workbook is Apple's employee training manual for Apple Store tech-support employees, called Geniuses. The manual features various marketing techniques revolving around the end goal of selling merchandise. One of the basic tenets taught to the employees in training is that "Everyone in the Apple Store is in the business of selling".

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