**Customer Service Session – Website Blurb**

**Customer Service Workshops, Break-out Session, half and full day Seminars** – these sessions can be generic in nature or fully customized to fit your audiences’ needs. Topics include; the 4 P’s for and transaction to take place, how to E.N.D.E.A.R. unhappy customers, the 24 Essential Tips every owner/manager needs to know, what makes Employees Happy, how to have Loyal Customers, and how to create your X-Factors. Fun-filled, interactive and definitely different than any sessions you have ever attended before!

**One hour sessions** – these one hour sessions are ideal for lunch and learn programs or break-out sessions at your next conference or convention. Topics covered are listed below. If you do not see what you are looking for, please ask and one can be built for your specific needs; Dealing with Change, Internal Customer Service, Communication Breakdown, Happy Employees = Happy Business, and Creating your X-Factors.

**The Lost Art of Customer Service Keynote** – this 30-45 minute presentation will leave your audience laughing, learning and leaving with some key ideas to move their customer service to Service Excellence. Filled with customer service stories, fast facts, tips and techniques, this keynote promises to entertain, educate and inspire your audience to look at customer service differently.