

Satisfaction Guaranteed™

MISSION:

To Create Lifetime Customer Loyalty

YOU WILL LEARN HOW TO:

- ▶ Identify your customers' expectations and, by satisfying them, create lifetime customer loyalty.
- ▶ Evaluate how much one of your customers is worth.
- ▶ Read your customers' hidden needs through the power of non-verbal communication.
- ▶ Understand the real reasons customers complain and leave; and 5 proven techniques to keep them for life.
- ▶ Learn what to do when you make a mistake to win back the customer.
- ▶ Tap into your personal power to win over any customer.
- ▶ Empower co-workers to provide exceptional customer service using the "Greatest Management Principal in the World."
- ▶ Gain a competitive advantage with the "Power of Excellence" in your professional career and personal life.
- ▶ Apply this to your internal customer, as well as your external customer.

SEMINAR ATTENDEES SAY IT BEST:

"It was a wonderful presentation. The importance of customer service - things that aren't important to you may be significant to others."

– Syed Haq, Programmer, Empire Medicare Services

"Today's presentation was an excellent blend of common sense and enthusiasm. It takes one of our core values/objectives and provides us with a doable action plan."

– Julie Riddick, Clinical Resource Mgmt, Emanuel Medical Center, CA

"Useful information. The quality of information, both orally and written, will be happily shared with those I come in contact with who service customers in the Health Care field."

– Gigi Stamp, Secretary, Blue Cross & Blue Shield, NB

