

ROCKSTAR CUSTOMER SERVICE TRAINING

SOUTHWEST, ZAPPOS, & KRISPY KREME – OH MY!:

- **EXTRAORDINARY CUSTOMER
SERVICE STRATEGIES FOR
EXTRAORDINARY ORGANIZATIONS!**

LEADING TO CHANGE

CUSTOMIZED TRAINING, CONSULTING & FACILITATION SERVICES



"AMAZING! This was definitely NOT your regular customer service training. I loved how you engaged us right away with the examples from so many brands that we know! Thanks for all the great tools we can implement!"

- Workforce Development Staff (Dallas, TX)

"LOVED it - just wish we would have STARTED with this training with our staff many months ago. This was EXACTLY the motivation, humor, & ideas we were needing!"

-Lowe's Manager (Raleigh NC)

Looking for an innovative, tool-filled, and fast-paced workshop that is based on REAL strategies? This could be your answer! Now taking training dates for the next 12 months – please contact us soon as our calendar is filling fast with sporadic dates remaining!



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SOUTHWEST, ZAPPOS, & KRISPY KREME – OH MY!: EXTRAORDINARY CUSTOMER SERVICE STRATEGIES FOR EXTRAORDINARY ORGANIZATIONS!



This fast-paced and highly interactive workshop presentation can be custom-tailored to the conference audience. With over 15 years of training to over 150,000 adults and youth, Leading To Change speakers are well-versed to bring a high-energy, comedic, motivational, thought-provoking, and most importantly, catalytic (i.e. now let's go DO SOMETHING with this information) presentation!

"Cust. Service" presentation includes:

- *The Cost of Customer Service
(Why the customer is always right)*
- *Secret Strategies Unveiled T
(The behind-the-scenes shhhh don't tell secrets behind some of the most successful companies)*
- *Six Part Service Strategies
(Real-time dashboard assessment tool of your current customer service efforts)*
- *Over 20 different examples & products!*

For more information on the "SouthWest, Zappos, & Krispy Kreme Service Strategies" presentation or any of Leading To Change training services, please visit us online at ww.LeadngToChange.com or contact us at the e-mail or phone number listed below! We look forward to your call ☺



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