



People. Process. Performance.

Your Employees Are Talking.

Is Your Company Listening?

Customer Expectations: *The Truth Behind World Class Experience!*

When you attend this program you will learn:

- ⌋ Simple and time-saving techniques for managing customer diversity
- ⌋ The Fire Drill method for strengthening relationships
- ⌋ Stir emotions in the right direction through the principle of Active Dialogue
- ⌋ Dramatically improve signal reception between employee and customer
- ⌋ Why it is essential to remove the "Secret Code" when communicating with customers
- ⌋ How to go beyond the numbers to create a WOW of an experience for customers

So You Have Excellent Customer Service. So what?

The question isn't whether your company has a customer service department or call center. The question is whether yours is losing money or making money.

According to Gallup **65 percent of employees in North America claim they receive no recognition** in the workplace. The result for customer service departments and call centers is high turnover. Low moral. Dissatisfied customers. **Don't let this happen to your company.**

When it comes to differentiating products and services from competitors, world-class companies such as **SBC, Pacific Bell and the California Water Association** have called on one of the country's foremost customer experience experts, **J. Eldridge Taylor** to transform their customer experience methods and boost their bottom line.

To Achieve Your Desired ROI It Is Crucial That Employees Are Trained To Embrace Change.

Whether your interests include updating, enhancing and developing your company's customer experience initiatives or improving your call center's ROI this highly charged program is designed to **elevate your employees and managers skills** so that they can **provide a more consistent WOW of an experience for your customers.**



"I thoroughly enjoyed the training and environment. Great materials."

*~ L. Daniel ~
California Water Service*

"This seminar is motivating and informational. Best one I've been to in 11 years as CSR. I would highly recommend this course."

*~ R. Monette ~
Manager, Suburban Water System*

**To you, it's more than just another event.
So hire more than just another speaker.**

**Transform Your Audience's Experience
With J. Eldridge Taylor!**

J. Eldridge Taylor Has Delivered In Excess of:

- **400 Customer Experience training programs & presentations.**
- **Over 8,000 front line managers, service directors & sales professionals across North America.**

Call **877-JET-9777** or email info@thejettouch.com today to arrange a complimentary Customer Experience strategy session.

Sometimes in business decisions really are simple. This is one of them.

