



Creative Customer Service

“Creative Customer Service” is an interactive keynote address that inspires the best from your team. Participants are brought through a simple and powerful process to remind them of a core truth: what you give out you get back.

Participants will:

- ❖ Learn the difference between token and true customer service
- ❖ Practice dealing with irritable, angry and unpredictable customers
- ❖ Examine the three needs of every customer and how to fulfill them
- ❖ Recognize the golden opportunity that every unhappy customer offers
- ❖ Use positive storytelling to create workplace synergy
- ❖ Discuss best practices in internal customer service
- ❖ Identify the link between self care and customer care
- ❖ Set goals to bring what was learned in the session to daily life

Jean has worked as a speaker and seminar leader for eight years. She has a twenty-three year customer service background ranging from food service and child care to technology and real estate. Starting at the bottom of the food chain as a counter person and finishing as the owner of her own business, the customer service lessons remain the same: care about other people. Jean’s audiences range from 5 to 250 people. She is passionate about customer service and excited to bring her message to your team.

“Creative Customer Service” is available in 60, 90 and 120 minute formats. 1-day and 2-day seminars are also available.

“Jean is bright and articulate. She gave great examples to cement the topics.”

Amy Waysack – Business Manager/Destination Spa Salon

“Jean, you highly surpassed expectations & made the day worthwhile. Thanks for spending time to make us BETTER!”

Rachel Sherwood – Vice President - Sales/Ewing Foley