

Speaker title:

Phenomenal Customer Service

Description:

You recognize the distinguishing characteristics of phenomenal customer service, but how do you implement them across all levels of your business to build more loyal customers? The success of your organization depends on many factors ranging from employee engagement to happy customers. Often employees get bogged down by policies and procedures which keep them stuck in old patterns. Discover how to utilize innovative solutions to enable your organization to provide phenomenal customer service.



Learning Objectives:

- Uncover 3 core needs every customer has to bring power to your relationships
- Incorporate play into your work environment to create internal and external superfans
- Uncover the true purpose of having great customer service

BIOGRAPHY:

Janet is a natural born leader who has spent her entire career in the sales industry. Her cumulative experience with selling POS systems, directing non-profit programs, and high-tech recruitment have given her a well-developed sense of all the nuances of sales and how to accelerate them. She has been instrumental in boosting sales and productivity with media affiliates such as KBAY/Mix 106.5 San Jose and Comcast. Janet is a Distinguished Toastmaster, SV Chamber Board Member, Women's Networking Alliance Chapter President, National Speakers Association Academy member, and a contributing author for the book "Manifest Change".

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