

Keep Your Customers ... Happy!

Customized Customer Service

Presented by Bob Czimbab

Keep your customers happy or they will take their \$\$\$ elsewhere. Customers are the bottom line. Keep them coming back. This seminar focuses on how to individualize service to the customer's style and needs. Learn the language and customs of your customers. Then treat each one as if they are each from a different country. Happy customers are the best advertisement.

Exceed customer expectations... surprise them.

Happy workers create quality products and services. These are the keys to customer satisfaction.

Since 1970, Bob has delivered dynamic presentations to international conferences, corporations, small businesses, universities, hospitals and government agencies. Bob Czimbab's professional career includes work as a Sociologist, Community Planner and founder of the Cherry Grove Retreat Center. Currently he is director of Skills for Success Seminars: Personal Skills for Professional Excellence.

Bob's specialty is custom designing presentations to your needs. He is available for conference keynotes, staff training's and consulting.

Sample Topics

The Art of Friendly Service
Customer Appreciation
Teamwork for Success
The Person Touch Customized
Customer Service
The Virtues of Customer Service
Mastery of Interpersonal Skills
Communication Skills
Good Humor at Work
Mutual Mentors
Mental Fitness
Customer as a Member of the Team
Making Great First Impressions
Keeping Your Customers
Working Well Together
Scarcity or Abundance!
Stress Survival Skills
Taking Good Care of Yourself
Learning from Mistakes
Creating Good Customers
Celebrating Success
Working Smart
Getting to Know your Customers
Instilling a Sense of Trust
Emotional Self-defense
Super Service
The Game Plan

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