

## Customer Service

### Situation:

- 68% of customers leave companies because of perceived indifference
- It costs 6 times more to attract new customers than to keep current ones
- Satisfied customers tell 5 people
- Unsatisfied customers tell at least 9 people

Unfortunately, these days, typical customer service interactions are at best – mediocre.

Partnering with an experienced facilitator and consultant with customer satisfaction experiences from Disney to Healthcare provides you with the focus, expertise, and tools to create outstanding customer service interactions and a direct competitive advantage.

### Products:

**Workshops** offer a Change of Service Perspective. Workshops are for teams who need a reminder of who their customers are and how to meet and exceed the needs of customers. Workshops available from 1 - 3 hours.

**Customer Service Consulting** ensures a Change in your Service Culture. Consulting, Coaching and Facilitation enables organizations to design, build, and sustain service excellence change including:

- Leadership alignment and influence – it starts at the top
- Vision and Values – where we are going and what is important
- Standards of Behavior – what behaviors are expected
- Accountability – to ensure progress
- Infrastructure – the structure to sustain culture change

### Previous and Current clients:

Orlando Health  
The Bonadio Group  
Brooksville Regional Hospital  
Florida Homebuilders Association  
Springhill Regional Hospital  
Heart of Florida Regional Medical Center  
The Orlando Sentinel  
Lower Keys Medical Center  
West Orange Chamber of Commerce  
National Christian Foundation

**Previous clients have said:**

**For the training:**

It is not often you find a trainer who fully understands topics from personal experience and can easily keep peoples' attention for hours. Mary is very specific with the application of customer service theories and gives you tangible solutions to implement immediately. Mary is a top-notch trainer and she exceeded our expectations every time.

Sara Vanik, Director of Human Resources  
Early Learning Coalition of Flagler & Volusia

**For the consulting:**

Mary has worked with our organization for over 4 years. Her leadership, enthusiasm, and ability to engage stakeholders from across our organization of seven hospitals has helped shape the culture of service excellence that we enjoy today.

Sherrie Sitarik, Executive Vice President  
Orlando Health