

Fran Berman



Speaker ♦ Author

**Change
Technology
Productivity**

*"Fran Berman was highly interactive
...energetic style...scenarios were very
relevant to their interaction with
internal and external customers."*

*Gloria Land
Family Support Div., County of Orange*

Tailored to Your Audience

**Keynotes
Break-out Sessions
Half- and Full-day Seminars**

Championship Customer Service

Have you ever lost customers and not known why? Did you find out when it was too late? Do your employees keep customers happy, or drive them away?

On the average, a satisfied customer tells four people about the good experience, while an unsatisfied customer tells twenty people about the bad experience. That means you have to work five times harder to balance your business.

The level of your customer service can help your business thrive or make it crumble, and destroy employee morale in the process. Find out the secret recipe for excellent customer service.

- ♦ Telltale signs that someone's having a bad day
- ♦ How to avoid costly misunderstandings
- ♦ 6 barriers between you and the customer, and what to do about them
- ♦ How to use word-of-mouth to drive prospects to your door
- ♦ Telephone tactics that work
- ♦ 5 fundamentals for good communication
- ♦ Effective actions to defuse an explosive situation

Contact us today to reserve Fran Berman for your next event.



FutureFocus

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