



**Jeannie Davis**, is president of **Now Hear This, Inc.**, a Colorado-based communications training company specializing in telephone customer service workshops, seminars and keynote presentations. A speaker, trainer, and award-winning author, she is a respected authority on telephone customer service. Jeannie is a 25-year public relations and communications specialist and worked for 15 years in the telecommunications industry where she held various management positions and conducted training programs throughout a 14-state region. She established **Now Hear This, Inc.** in 1995.

Jeannie has a unique way of stimulating the thoughts and actions of people as they view themselves through the eyes of each customer. She brings to every program a rare combination of knowledge, energy, humor and practicality. Program participants around the country recognize her genuine passion for encouraging people to make beneficial behavioral changes—and showing them how to do it. They leave her programs feeling empowered and eager to apply new skills to the day-to-day operation of their business.

An author of published articles about improving telephone skills, she has written a book on the subject entitled, **Beyond “Hello”—A Practical Guide For Excellent Telephone Communication and Quality Customer Service**. Jeannie is a contributing author in **Real World Customer Service Strategies That Work**, and has released a 4-CD audio series featuring her most requested **Telephone Imagery** keynote presentations and basic etiquette program.

Jeannie is active in the National Speakers Association and its Colorado Chapter (Board of Directors), as well as the Colorado Independent Publishers Association. She serves on the Boards of Directors for the Denver/Boulder Better Business Bureau Foundation (Board Secretary and Chairperson Ethics Education Committee), Denver Chapter of the International Customer Service Association (President), Excelsior Youth Center Foundation (Marketing Committee), and as Board Secretary for Open Door Youth Gang Alternatives. She is chairperson of the Pickens Technical College Business Advisory Council and is a long-standing member of the Aurora Gateway Rotary Club.

The diversity of her clients demonstrates the value of telephone communication training for corporations and associations throughout the U.S. Her client list includes:

Hunter Douglas Window Fashions, Inc.  
Westwood College Online  
IBM  
CoBank  
U.S. Olympic Committee  
Federal Reserve Bank  
U.S. Department of Agriculture  
Blue Cross Blue Shield  
Avaya Communication  
Principal Financial Group  
Wells Fargo  
Raytheon Systems Company

Mountain States Employers Council  
National Association of Realtors  
Denver Metro Convention & Visitor's Bureau  
Promotional Products Association International  
Indiana's Midwest Builders Convention  
Western and English Retailers Association  
International Customer Service Association  
National Association of Homebuilders  
Certified Financial Planner Board of Standards  
Associated Landscape Contractors of Colorado  
International Association of Workforce Professionals  
National Association of Women Business Owners