

Past Clients

National Association of REALTORS®
Promotional Products Association International
Indiana Builders Association Midwest Conference
Associated Landscape Contractors of Colorado
ProGreen Expo
International Customer Service Association
Denver Metro Convention & Visitors Bureau
National Association of Home Builders
International Association of Workforce Professionals
Western and English Retailers Association
Federally Employed Women
Women In Cable and Telecommunications
Independent Electrical Contractors
National Association of Women Business Owners
Certified Financial Planner Board of Standards



"Thanks so much for your upbeat presentation!
It was a great start to my day, and I know I
will use as much as I can
remember in my daily life.
So much of what you
said applies to interac-
tion with people outside
of work, too!



Yours was the best,
most informative
and mind-changing
presentation I have seen
through MSI.

—Jennifer Welteroph
MSI

Jeannie Davis

Specializing in telephone
customer service...

KEYNOTES
WORKSHOPS
SEMINARS



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Jeannie Davis



Speaker, Trainer and
Award-winning Author of
Beyond "Hello"

Jeannie Davis is an authority on telephone communication for great customer service and has trained thousands of individuals to maximize the profit- and image-building power of their number one business communication tool. An influential speaker and trainer, she is the award-winning author of *Beyond "Hello,"* and contributing author in *Real World Customer Service Strategies That Work*. Jeannie's respected affiliation with Fortune 500 companies and national associations is a testament that her keynotes and seminars are beneficial to organizations throughout the country.



Meeting planners have discovered Jeannie delivers an exceptional program and is an enthusiastic motivator!

Topics include: *"If We're So Good—How Come We Ain't Better?"* *"Telephone Imagery: How Does Your Customer See You,"* and *"You Seem To Have Mistaken Me For Someone Who Cares!"*

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 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 finish the program feeling empowered and eager to apply new skills to the day-to-day operation of their business.



"I wanted to take a moment and thank you for the presentation last week. Your style and technique made for a lively and engaging seminar. I had 15 team members in attendance and every one walked away with an appreciation and better understanding of how important telephone customer service is. I was personally energized to stay on top of this and make it a part of our every day effort."

—Erik Knutsen
Director for Technology
The Christian & Missionary Alliance

A fun-filled presentation that uses character portrayals to create a greater awareness of telephone etiquette basics for everyone in your organization.

Telephone Imagery:

How Does Your Customer See You?

Most of us draw mental portraits of our customers or prospects on the telephone, often establishing long-term working relationships without having met them. Indeed, we're quick to visualize the person on the other end of the telephone without realizing that same person is drawing a mental portrait of us, too. How does the person on the other end of the line perceive you?

This thought-provoking, interactive program will discuss characteristics that enable you to paint a positive self-portrait of professionalism for your customers on the telephone.

You Seem to Have Mistaken Me for Someone Who Cares!

This program is a humorous look at fundamental skills necessary to reinforce telephone etiquette basics. Jeannie shares some hilarious stories from her experiences on the telephone and the mental portraits of service providers she's collecting for her photo album. Behind each story are lessons, tips and techniques to help increase your awareness of how behavior and attitude affect your bottom line.

If We're So Good— How Come We Ain't Better?

Have you ever taken a negative attitude to work? If your day is riddled with irate callers, tight deadlines, too many meetings, conflicts or delays, it's likely you'll have a worse attitude than the one you had. Everyone experiences bad days—times when you're not at your best. It's easy to forget how productivity and customer relationships suffer because of a negative attitude. This interactive program will inspire your employees and reinforce your corporate mission statement!

Your people learn the value of building customer loyalty by putting a smile in their voice, looking good to themselves and demonstrating a "can-do" attitude.

Five Values That Drive Customer Service Excellence

Ever thought about the dichotomy of the customer and the service provider—especially over the telephone? Unless we consistently work toward improving managerial effectiveness and strengthening customer relationships—internal and external—we may be treating some customers the same way we don't like being treated. When we are ethical in customer relationships, promote EQ in the workplace, demonstrate a willingness to go the extra mile and are consistent in service quality and delivery, we boost employee morale, increase customer loyalty and enhance overall customer satisfaction. Keep in mind that customer service excellence is measured through the customer's perception—not yours.

Your people will learn thought-provoking insights and practical strategies to incorporate into current business practices that will promote ownership of every customer interaction.

"I took Jeannie Davis' program called **Telephone Imagery: How Does Your Customer See You?** at the National Association of Realtors convention in New Orleans. I found the information to be very relevant and Ms. Davis' teaching style to be dynamic and easy to understand."

—Sarah Johnson,
Broker/Owner, Johnson Home and Land