

# shaun BELDING



[booking@shaunbelding.com](mailto:booking@shaunbelding.com) | [www.shaunbelding.com](http://www.shaunbelding.com)

## Customer Service Keynote

### *Outstanding Customer Service: One Person Makes A Difference*

#### Speech Description

An Amazon customer service representative took on the role of Thor – God Of Thunder in a chat with an unhappy customer, and the result went viral overnight. A young Target employee's remarkable positive attitude caught the attention, first of customers, then of people around the world, then of an astute VP who hired him and changed his life. A business-to-business salesperson took such good care of one customer that their orders increased 900%. Outstanding customer service makes a difference.

*Outstanding Customer Service: One Person Makes A Difference* is a powerful, poignant and often laugh-out-loud presentation that dramatically illustrates what can happen when individuals take ownership of customers' experiences. Participants walk away feeling empowered, and confident in their abilities to make a real difference. This session includes Shaun's famous story Luanne - the outstanding Waffle House hostess.

#### Participants Will Learn:

- How to create memorable moments that customers will share with everyone
- The three things that differentiate good service from *Outstanding* service
- The secrets to creating positive outcomes in difficult situations
- The four myths of customer service, and why they hold you back

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