



## Connie Podesta Program Description

### STANDOUT Fearless Customer Service

*Customer Service Solutions Like You've Never Heard Before!*

**Demanding customers?** No problem! **Tired customers?** Let us take care of you for a change! Connie Podesta is fearless when it comes to delivering “**Rock-Your-World**” franchise customer service. If your goal is to have customers who absolutely RAVE about you to everyone they know, then you’ve come to the right place. Connie Podesta is the **#1 Standout Customer Service Speaker** of choice for franchise systems who are seriously interested in being the talk of the town by raving fans.

#### **Great customer service is:**

- More about listening to what customers are not saying, than what they are saying.
- More about feeling confident that you can handle whatever happens, than expecting things to go wrong.
- More about the ability to “play the part” of a happy, courteous person on a bad day, than bringing your problems to the table.
- More about seeing the big picture: if the customers don’t come back—YOU don’t have a job!, than always having to be right.
- More about learning how to handle difficult people so you can take positive ACTION, rather than REACTING before thinking it through.
- More about the relationship than about the product or price.
- More about how you view yourself than how you view the customer.

Expert in the psychology of human behavior, and award-winning author and motivational speaker, Connie Podesta uses laugh-out-loud humor, great insights and a captivating personality to literally take you into the mind of the customer. Imagine how much easier your job would be if you understood why people say what they say and do what they do. Book Connie today so she can help you



lead the way in your market area—with a continuously building fan club of customers in your corner.

*Connie customizes every talk to integrate your company's culture, goals and message. There's no one better for creating an event that has people on the edge of their seat, engaged, entertained and eager to adopt positive, powerful change into their career and lives.*

**SPEAK! Franchise Speakers That Deliver**  
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