

## Customer Service – Secrets of a Four-Time Olympian Ruben Gonzalez

Ruben's first job in high school was working at Chick-fil-A, where he worked for four years. During that time, he was part of a crew that was selected to help train and open other stores. Incredibly, the members of his crew had no turnover in four years, and they still keep in touch 40 years later.

Ruben actually got to spend valuable time with Truett Cathy, the founder of Chick-fil-A. Working at Chick-fil-A was an incredible opportunity to learn about customer service, leadership and teamwork.

Ruben went on to work at other restaurants for six years before getting into copier sales.

In his customer service presentations Ruben also shares things the different Olympic Villages have done to create an "Olympic Experience" for the athletes.

### **Your people will learn:**

- How to connect with customers in a meaningful way.
- How to deliver exceptional service by taking personal responsibility.
- How to become creative and proactive in anticipating customer's needs.
- How to create an exceptional experience for customers.
- How to achieve maximum positive impact with customers.
- How to develop loyal relationships with customers.