Chris Bryant Presents Inc.

World-Class Service

3 Secrets to a Superior Customer Experience

Today more than ever, it's not enough to simply satisfy customers…you have to *"wow"* them!

In a marketplace where customers and clients have many options and where product differences are minor, delivering great service has never been more important. What can you do to stand out in the crowd? *Provide world-class service.*

World-class service is the differentiator that has turned organizations like Disney, Nordstrom, and Ritz-Carlton into internationally recognizable brands. Customers of these organizations not only rave about the quality of the service, they also:

- Trust the brand in a way that makes them willing to drive further and spend more.
- Return time and again.
- Become loyal advocates of the brand.

World-Class Service™: 3 Secrets to a Superior Customer Experience reveals how the most successful service-oriented professionals set themselves apart in the eyes of customers, colleagues and management, and ensuring they:

- Take responsibility for delivering superior service because it benefits the organization and themselves personally.
- Proactively engage customers, anticipate needs, fulfill requests and exceed expectations.
- Recognize how their approach to service contributes to a powerful brand image for the organization.

World-Class Service™: 3 Secrets to a Superior Customer Experience leverages Chris Bryant's 20 years of experience leading individuals to higher levels of performance. Building on his proven track-record with the top names in service, Chris guides participants to a deeper awareness of the beliefs and behaviors required to deliver a transformative customer experience.

This program will help your organization:

- Demonstrate, at all levels, the service behaviors that align with your core principles and business drivers.
- Unlock the secrets to building long-lasting loyalty with internal and external customers.
- Unleash the service potential in employees while contributing to bottom-line results.

As a result of participating in this program, your employees will:

- Embrace the beliefs that are at the core of world-class customer service.
- Effectively manage the "Three Moments of Truth" in every customer interaction.
- Apply the *World-Class Service Model*™ to consistently elevate the customer experience.

This is not your typical customer service program. Participants leave with a new appreciation and sense of ownership in delivering world-class service!

Who Is It For?

The Art of World-Class Service™ is designed for individuals at all levels of the organization who interact with customers. Whether customers are internal or external, every program is customized to meet the specific needs and objectives of each audience.

How Is It Delivered?

Delivery formats can range from a 45-minute high-impact keynote to a half-day interactive workshop that includes meaningful discussions, activities, and action planning.

All formats include examples from Chris's experiences working with world-class organizations, as well as thought provoking ideas and discussions intended to change the way your employees think about customers.

Participants can build on the program's concepts with additional resources and follow-up sessions. Regardless of your needs, we can work with you to create a customized strategy.

Chris's sessions are always high-energy and interactive. The level of activity varies according to the session format, length, and number of participants; sessions can include group discussions, individual reflection, skill practice, paired sharing, and other group activities.

Who Is Chris Bryant?

Chris is a nationally known Brand Strategist, Speaker and Executive Coach. He has emerged as a thought leader in *Personal Branding* and the Customer Experience. You can say it's in the company he keeps. He honed his expertise with elite organizations such as the Ritz-Carlton Hotel Company and Nordstrom; culminating in an impressive repertoire of best practices and insight.

His expertise has been featured on MSNBC, radio talk shows, major publications and as a columnist for a major newspaper.

Participants consistently come away equipped, inspired and ready to achieve individual breakthroughs that lead to organizational breakthroughs.

What Are Clients Saying?

"In every presentation you delivered, participants all agreed that you "did it with style, enthusiasm and insight". You have made a significant difference in our ability to serve our customers."

~ Good Samaritan Hospital

"Very inspiring! Excellent presenter who knows his stuff on what it takes to create customer loyalty. "

~U.S. Department of Defense

"Chris was great! I was able to take what I learned about service excellence back to my office and apply it. "

~ Double Tree Hotel

"He will change your views on Customer Service".

~ U.S. Farm Credit Administration

Let's Talk!

To build a customized program for your organization:

1-888-MR BRYANT or 1-888-672-7926

Info@ChrisBryantPresents.com

www.ChrisBryantPresents.com