

AMERICA'S CUSTOMER EXPERIENCE LEADER

AS SEEN ON  NEWS

Dear Friend,

When I started in business many years ago, I wish someone would have taught me how to deliver great customer and consumer experiences – I struggled and made many mistakes early in my career. I promised myself, after several lost opportunities, to make great customer experiences my top priority. Over the last 25 years, I have interviewed leaders, front line associates, and customers from Fortune 500 companies, healthcare, higher education, retail, and restaurants to learn everything I could about giving the BEST CUSTOMER SERVICE. Now I want to share everything I've learned from the front line to senior level leadership with you.

I get so frustrated when I see colleagues and friends doling out thousands and thousands of dollars on speakers and consultants who have never done anything but speak and consult. I have spent my life on the front lines with guests and associates delivering excellence in products and services. I am looking forward to our journey together.



Tony Johnson is the author of RECIPE FOR SERVICE, WHERE TO START, and TOGETHER WE SERVE:

He has been a guest on ABC News and has spoken to Fortune 200 companies, Universities, Government Agencies, and Health Care Organizations.

HERE IS WHAT YOU WILL GET IN THIS TRAINING AND THE BENEFITS TO YOUR BUSINESS:

- Learn the proven strategies that will set your business apart from your competition.
- Tony will keep your group engaged throughout the entire talk.
- Attendees will be inspired by Tony's message and his interactive presentation style.
- A deep dive into the SIX CANONS OF CUSTOMER SERVICE Framework that will help you drive every day excellence in your business.
- Learn the secrets to hiring the best possible talent and setting them on the road to executional and service excellence.
- Useful solutions and motivation delivered with fun and panache.

**LIMITED
TIME OFFER**

BOOK NOW
AND RECEIVE
FREE 24/7 ACCESS TO
IGNITE YOUR SERVICE
ONLINE TOOLS

5 REASONS YOU SHOULD BOOK IGNITE YOUR SERVICE TRAINING TODAY

1

YOU CAN BUILD A CULTURE OF SERVICE EXCELLENCE:

When your teams understand the importance of great customer service and leaders model the way forward, an authentic culture of caring is created.

2

YOU'LL LEARN THE SECRETS OF BEST IN CLASS ORGANIZATIONS:

Tony will share the secrets that make Fortune 500 Companies and entertainment juggernauts successful and profitable.

3

YOU'LL DISCOVER WHAT YOUR CUSTOMERS REALLY WANT

Uncovering your customer's needs and wants will help you generate sales growth and drive loyalty as you inspire repeat business.

4

YOU WILL LEARN WHY FANTASTIC CONSISTENCY MATTERS MOST

Stop wasting effort and resources in the wrong areas when it comes to delighting guests. You'll learn how to best spend your time and capital in the most impactful ways possible.

5

RECEIVE AN INSPIRING SERVICE MESSAGE

Tony has an unforgettable message delivered straight from the heart. Your team will be captivated by a unique mix of wisdom, humor, story telling, and engaging content.

CALL US TODAY FOR
OUR HEALTHCARE
PATIENT PROGRAMS

IGNITE YOUR SERVICE

THE NATION'S BEST CUSTOMER EXPERIENCE TRAINING

Leadership Sessions

2 Hour Session

5 Hour Session

Full Day Session

- Inspiring a culture of hospitality
- Creating a sustainable service model
- Prioritizing the team experience
- Using selection to build culture
- Managing performance and execution

Employee Training

1 Hour Session

2 Hour Session

4 Hour Session

- The GUEST service model
- The 7 Customer Commitments
- Making positive customer connections
- Why performance matters
- Empathetic and situational service

Keynote Talks

30 Minutes

45 Minutes

60 Minutes

TOPICS:

- Creating a Customer for Life
- The Future of Customer Experience
- Leading a Culture of Service
- Managing Performance
- Customer Service and Technology

Custom Consulting Solutions Available starting at \$99 / Hour



"Tony goes well beyond theory - he teaches the HOW behind the WHAT of powerful customer service in today's economy. By using his techniques and strategies we have seen a measurable improvement in our customer satisfaction scores. Tony's programs are a must have if you want to compete in today's market place!"

Mario Toussaint
Chief Experience Officer, Healthcare



"When I brought Tony in to speak to my team, I was amazed by his customer focus and passion to delight guests. When we applied his customer service techniques we were able to really amp up and improve our leadership and customer service."

Geno Svec
Higher Education Leader



"Tony Johnson is a brilliant speaker and customer service guru!"

The tools he has to set benchmarks for everyday customer service helped me establish a successful action plan for my customers and lead my team."

Shaun Slade
Owner, Lakeland Aircraft



"Working in healthcare requires a sincere focus on the patients in addition to providing high quality medical care. Professionals in this demanding field may sometimes lose this focus. Tony's message can benefit every business (including the competitive and heavily-scrutinized medical profession) and his training reminds us that the customers matter the most."

Angie Pannuti
Health Care Professional

WWW.IGNITEYOURSERVICE.COM