



Do you have what it takes to W.O.W. your customers and keep them coming back? Whether you are a FORTUNE 500 company or a small to mid-size business, delivering Customer W.O.W. will bring value to your company, your customers and your employees.

REPEAT CUSTOMERS

73% of consumers say a good experience is key in influencing their brand loyalties

WORD OF MOUTH MARKETING

92% of consumers trust positive reviews from friends and family more than advertising.

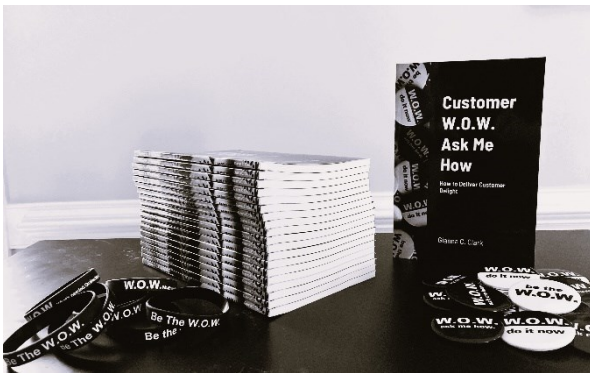
BUSINESS SUCCESS

Companies that focus on Customer Experience are 60% more profitable

Customer W.O.W. WORKSHOP

What's Needed - On Time - With Value

Our half-day on-site interactive workshop is chocked full of proven methods that will boost your customer experience. Contact Gianna at Gianna@CustomerWOW.com to schedule your workshop today!



- Understand how “Must Haves” and “Satisfiers” form the foundation for W.O.W.
- Identify how delighters create an emotional connection with your customers
- Brainstorm actions to boost customer satisfaction
- Define a personal W.O.W. in terms of Competence, Connection, Service & Solutions
- Describe organizational drivers that facilitate a culture of W.O.W.

Visit www.CustomerWOW.com for workshop details and pricing.



Gianna Clark

Gianna is passionate about helping companies deliver exceptional service. In her past role as VP Customer Service at a FORTUNE 500 company, she developed and implemented her signature Customer W.O.W. methodology that significantly improved customer satisfaction while reducing the overall cost of service. Her company, Customer W.O.W. provides workshops and consulting services to help organizations define and deliver W.O.W. Gianna’s book, Customer W.O.W. Ask Me How is available at AMAZON and Barnes & Noble.