

Common Sense Solutions

Teresa Allen



Expectations: Meeting 'Em and Beating 'Em!

Does your team strive to simply meet expectations or to far surpass them? Whether dealing with internal operational expectations or expectations of customers consuming your products and services, a goal to always exceed expectations will build success!

In this highly interactive program customized to your environment, Teresa will help attendees examine their own expectations as a consumer. Consideration will be given to which expectations are product based and which are service based.

Participants then break down their own unique responsibilities into areas of expectations both in terms of company product offerings and the service they personally add to that product. This program will benefit customer service, sales, operations, and support personnel as it will highlight how each brings an important piece to the expectations puzzle!

Other programs great for your staff:

Common Sense Service: Close Encounters on the Front Lines

Common Sense Selling

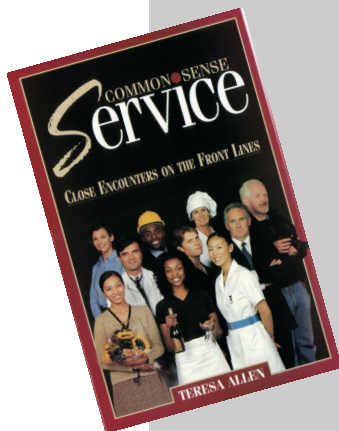
The Art of Asking Questions: Your Key to Relationship Selling

Learn how to ask the right questions at the right time to build Business and grow profits!

Common Sense Communication

Who am I, Who are YOU?

Find out your communication style and how it impacts communication



Call TODAY for a program proposal for your event!

Your program fee includes two one-hour conference calls to customize the programs selected to the needs of the client (Teresa's specialty!).

For further information on how to schedule Teresa for your event, please contact us at 800-797-1580 or through our website: www.AllenSpeaks.com
We look forward to working with you and your staff!