



Customer service expert **Teri Yanovitch** has been on the frontline of the customer experience for more than three decades. Author of the acclaimed "Unleashing Excellence - The Complete Guide to Ultimate Customer Service", she is a former customer service ambassador for the Walt Disney Company (a gold standard in customer service). She is also a former regional trainer of the southeast U.S. for the Hertz Corporation and is widely regarded as a leading authority in the field. Teri's passion is to engrain service excellence into the fabric of the organization so that every employee understands customer service is not an either/or proposition, nor an add-on to their job, but it IS their job.

Combining a memorable customer experience with giving the customer what was promised is a winning combination that Teri honed while working with the noted guru of quality management, Philip Crosby and her years as a keynote speaker and seminar leader at the Disney Institute. Disney has become a benchmark for organizations all over the world as they know their true measure of success is repeat business.

**Teri Yanovitch** instills the service excellence culture in all sizes of businesses. She has helped many diverse organizations over the years apply the best practices of continuous improvement in both quality and service to achieve their goals. Today she continues to work as a speaker, trainer and consultant helping organizations dedicated to delivering on their promise and developing customer loyalty. To book **Teri Yanovitch** call Executive Speakers Bureau at 901-754-9404.

### Teri Yanovitch

### Speech Topics

- ▢ Teambuilding
- ▢ Leadership
- ▢ Customer Service
- ▢ Customer Experience
- ▢ Business Strategy



## Testimonials

▢ "THANK YOU so much again for giving such an incredible keynote at Insights. Nothing but outstanding feedback thus far and many attendees really, really enjoyed your session! All the prep work you did to get to know our audience truly helped make it an amazing session." ▢

- Director of Meetings and Events DKI Services.

▢ "Teri was outstanding! She presented the perfect keynote to kickoff our first ever professional development event. Staff members were blown away by how well Teri's presentation hit home. The event has sparked a cultural change for our entire workforce." ▢

- Associate Dean for Campus Life - Arkansas Tech University.