

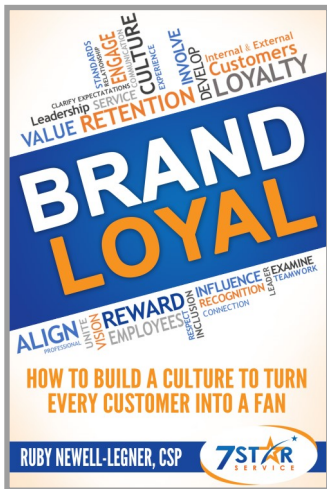


LEADERSHIP USA™

FEATURED FACULTY

AVAILABLE MONTHLY MEMBERSHIP SEMINAR

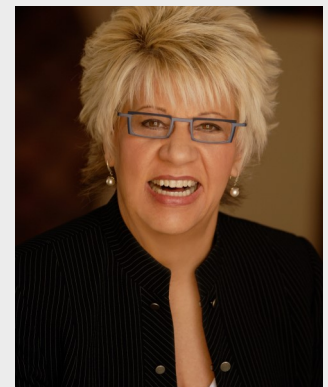
7 Star Service: How to Build a Culture to Turn Every Customer into a Fan



As our customers expect more and more from us, the demand on how we offer service becomes more intense. Our response to customer needs determine our reputation in the market place and ultimately represents our brand promise. How do we help employees serve each other in the mission to deliver a seamless customer experience? This program includes insight from Ruby's work with 29 professional sports teams promoting the fan experience & Jumeirah Group, operator of the Burj Al Arab, referred to as the only 7 Star hotel in the world, located in Dubai, United Arab Emirates. In this session, Ruby will identify leadership's role in promoting a positive customer experience at all levels of the organization.

Ruby Newell-Legner, CSP

Ruby has presented 2500+ programs in 23 countries. With 20+ years' experience as a manager and coach, she helps teams work together more successfully. As a Fan Experience Expert, Ruby works with leaders to turn every customer into a fan. She consults and provides training for 29 professional sports teams and has prepared staff for sporting events like the US Open and the Super Bowl. Whether it's providing guest relations training for the 2010 Olympic Venues, or working with the managers of the Burj Al Arab in Dubai, in a nutshell, Ruby helps others become more effective at what they do.



Three Main Core Competencies

Executive Presence, Customer Relations, Engagement

This course is appropriate for:

C-Suite, Senior Executive, VP, Directors, Managers, High Potentials

Learning Library assets included:

e-book "Brand Loyal: Growing a Culture that Will Turn Every Customer into a Fan"

For more information or to register, visit www.LeadershipUSA.biz or call 303-471-7401