



SERVICE CONSULTING
PROS, LLC

TROY FISHER

PROFESSIONAL SPEAKER



PROVIDING EXPERT CUSTOMER SERVICE TRAINING PROGRAMS

Customer service can make or break a business. While excellent customer service can create a cascade of positive results, poor customer service can be disastrous. After all, angry or unhappy customers won't just avoid the business themselves—they'll use social media to spread the bad news far and wide, hoping to convince others to avoid the business, too.

In this environment, providing a seamless and enjoyable customer experience with every transaction is an absolute must. Troy Fisher's customer service training programs teach organizations how to achieve this.

WHAT TROY WILL DELIVER

Troy's training programs are designed to help organizations have engaged employees who consistently operate from a place of integrity as they provide mind-blowing customer service at every level. The benefits of setting a business apart in this way include:

- **Better customer relationships / higher customer retention**
- **More engaged employees / fewer errors / lower staff turnover**
- **More word-of-mouth advertising / more customers**
- **Happier customers / more sales / better bottom line**



POTENTIAL SPEAKING TOPICS

Each interactive presentation is customized for the organization's specific needs, and delivered in an accessible, entertaining style using humor as well as language and examples from the organization's industry.

Popular options include:

- **Providing the "Wow" Customer Service that Keeps Customers Coming Back**
- **Proven Ways to Deal with Difficult Customers**
- **5 Steps to Becoming an Amazing Listener**
- **Attention to Detail: The "Secret Sauce" that Can Accelerate Your Success**
- **Crafting Perfect Emails Every Time**
- **Building Relationships Over the Phone**
- **Achieving Success with the Cycle of Excellent Service**
- **Engagement: A Great Way to Transform Your Career**
- **Integrity: The Most Important Element of Everything You Do**



ABOUT YOUR SPEAKER

When Troy Fisher chose to earn his Bachelor of Science degree in Human Ecology at The Ohio State University, he didn't realize how well his studies would set him up for success in his career. Human Ecology is an interdisciplinary field that focuses on an understanding of human nature, needs, environments and relationships. All very important things to understand when you want to deliver the type of outstanding customer service that "knocks peoples' socks off" and keeps them loyal to your company!

Today Troy Fisher is a Client Relationship and Customer Care Expert with over 28 years of front-line customer service expertise—including 16 years working with some of the most challenging and demanding clients on the planet as an Account Manager for a private aviation company. Troy is a dynamic speaker who uses the lessons learned from his years in the trenches to teach others how to implement a service-first approach.

Troy proudly serves on the Board of the Ohio State University Alumni Association in Orange County. He and his wife Megan live with their two cats, Tarantino and Dresden. When he's not busy helping organizations achieve success, Troy enjoys Disk Golf, Strategy Gaming, the beach and all that sunny Southern California has to offer.

To book Troy for a speaking engagement or for further inquiries, contact Troy at **928-963-6568** or **Troy@YourCustomerServiceExpert.com**