

Dennis E. Gilbert, CSP

Event Speaker

Ford, Harley-Davidson, and IBM are not the same company that they were in 1925, 1985, or even in 2015. The current Fortune 500 list contains more service sector businesses than ever before. Even the manufacturing sector is revolutionizing value streams with service components directly connected to their products. This isn't a new trend, it has been shifting for decades, and it has an alarming rate of acceleration. What is necessary for success? In a word, culture.



Relationships, Profits, and Hashtags, Advancing a #CustServ Culture!

Position your audience or entire organization to:

- ◆ Understand the urgency of **service** components in a service economy
- ◆ Connect with the concept of: "Everyone is in **sales**."
- ◆ Learn how **internal service** translates to **external brand promise**
- ◆ Build a **strategic focus** of customer service based on **six simple habits**
- ◆ Improve **relationships**, extend **lifetime value**, and increase **profit** margins by careful consideration of three game changing questions



Repeat business: "Dennis delivered an uplifting and empowering message at the annual meeting of one of my client associations. Next Spring, he will be the keynote speaker at another client's conference. I have and will continue to recommend Dennis' talents, skills and insightful messages to other organizations."

- Gil Longwell, **Meeting with Success!**

Reach any audience: "The presentation Dennis provided to a 55+ (age) audience was well received and I was amazed by the amount of questions for Dennis. It clearly demonstrated his versatility to present to various groups with different backgrounds."

- Gerry Chickeletti, **Mature Workers Program**

Individuals need this for building relationships and a well-respected career. Workplace leaders or role models need it for creating team success in a thriving service economy. Entrepreneurs and business owners need it to escape their technical or trade expertise that started it all, so that they can create a culture that positions their organization for growth.



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