



Creating Customer Experiences that Build Loyalty.

3 PROVEN PROGRAMS & PRESENTATIONS

Dee Dee is a marketing and service expert who believes service can be one of your best marketing strategies. Her methods are proven and offer real growth for business owners and leaders.

Service

Achieve Great Service

Filled with “how-to” strategies that deliver. Packed with “why-to” inspiration, your employees will strive to be and do their best to build service teamwork and customer loyalty, every day!

Leadership

Leading to Achieve Great Service

Equip managers, leaders and front-line supervisors with four powerful “best practices” tools that align organizational values of service with attitude, communication and teamwork.

Life

Making the Journey Great

You’ll laugh as you’re inspired to build connections, face challenges, make positive choices and serve with courage that empowers you to be and do your best, every day! Perfect for celebration/recognition events.

*All seminars and workshops are customized with surveys, interviews and honest discussions to **build on your strengths**, enhance skills and help everyone remember the “why” and “how” of serving customers and co-workers.*

Why Dee Dee? Real Experience!

- **18 years coaching CEOs and owners on employee and customer loyalty**
- **Author of four books, including JourneyWords: 52 Strategies to Achieve Great Service**
- **Conducted nearly 100 focus groups & satisfaction surveys with customers and employees**

Connect with Dee Dee Today!

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WANT GOOD COMPANY? JOIN DEE DEE'S GREAT CLIENTS!



- Halladay Motors, Cheyenne
- McKie Auto, Rapid City
- Mitchell Technical Institute
- Aberdeen Parks and Rec.
- Wyoming Dept. of Tourism
- Raven Industries
- Sioux Falls Chamber
- SDN Communications
- SD Telephone Cooperatives
- Daktronics, Brookings
- SME—Sioux Falls/Fargo
- California General Services
- SDSU & SDSU Foundation
- Showplace Kitchens
- Avera McKennan IT/Fitness Center
- Casper College
- SD Health Care Assn.
- Mountain Plains Library Assn.
- Camille's Sidewalk Café
- SD & ND Long-term Care Assn.
- Sanford Health, SD
- University of Wisconsin
- Southwest Minnesota State
- Lloyd Companies



"Your training has helped us achieve some of the highest customer satisfaction scores in telecommunications in America."

Vernon Brown,
VP Marketing
SDN Communications,
Sioux Falls



"You had us laughing and, in your gentle way, reminded us that even in tough times, we still have so much for which to be grateful."

Dr. Carmen Simone, President
Trinidad State Junior College, Colorado



Cheyenne Regional Medical Center

"You will be impressed with her professionalism and her ability to engage participants with a highly interactive presentation."

Colleen Rodgers, BSN
Cheyenne Regional Medical Center



First American Title

"Our employees are re-energized to provide the level of service with a great outlook and attitude. Thanks again!"

Sam Benne, Owner
First American Title
Rapid City

Why a Speaker with Real Expertise AND a Sense of Humor?

Because you deserve results that last beyond one seminar. Since 1996, Dee Dee has worked with organizations to create positive, energized cultures where employees own service, know why it matters, and go out of their way to create the customer experience that builds loyalty for both customers and employees.

Known for humor and heartfelt stories, Dee Dee has inspired employees and managers in small firms to a Fortune 500 business. With Dee Dee's proven research, training, coaching and toolkit, service is leveraged as a marketing strategy as well as a cultural tool for creating the kind of engagement and teamwork that makes your organization THE place to work!

Regardless of your industry, you want your customers to feel like they are your most important customer—and you want your employees to be and do their best, every day. **For nearly 20 years, Dee Dee has helped organizations build loyalty. She can do the same for you!**

