

Elaine Allison, CSP

Customer Care Advocate

Keynotes & Learning Programs

Transforming

Teams Into

CUSTOMER CARE CRUSADERS™

Driving a Culture of Care

Everyone in your organization plays a role in customer service. In fact, the only reason to be in business is to attract and keep customers. Often products, services, regulations or delivery methods change so rapidly that it's difficult to keep up. Are your staff ready to find "3rd ways" even when things don't go as planned? Are you ready to enhance your "culture of care" for both employees and your customers?

Ask About "I Can Fix That" Programs for Leaders or Staff

Service breakdowns occur daily. Are your staff ready to step up and look for ways to resolve issues and continually say "I Can Fix That?" "Fascinating, relevant and real" are what attendees say to describe Elaine's programs. In her exploratory keynotes and learning programs audience members leave with customer"ized" solutions that can be used immediately. Clients are amazed that even the most reluctant customer service representatives become converts towards customer care excellence when they have these secret skills in their back pockets. If your organization is ready for a transformation and to jump to the next level in Customer Care - call today.

Elaine specializes in
travel & tourism

Ask about her
"Art of Travel" programs



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People are Talking

"Elaine designed keynotes & programs for over 5,000 of our 20 different airport client organizations in resolving customer care issues and in preparation for the 2010 Olympic & Paralympic Winter Games in Vancouver, BC. The complexity of the task and the sheer numbers of varying audience needs was monumental. The results were significant and the programs contributed to YVRAA winning the prestigious #1 Airport in North America (Skytrax) in Customer Service now two years in a row (2010 and again in 2011)."

Director of Operations Customer Care & Security, **Vancouver International Airport**

About Elaine

Since 1999, Elaine Allison has been designing, developing and delivering customer-centric keynotes and learning programs from Dubai to Honolulu. She has helped many of her clients become rated #1 in Customer Service and exceed all expectations. Did you know she was:

- One of Canada's first female prison guards in an all male maximum security prison at the age of 19.
- A former flight attendant and manager of 1400 flight attendants for an award winning airline in Customer Service.
- Senior Executive in the insurance industry
- Bestselling author of *The Velvet Hammer-"PowHERful Leadership Lessons for Women Who Don't Golf"*.
- Contributing author to *Roadmap to Success* with Dr. Deepak Chopra & Dr. Ken Blanchard.

