Anne provides strategic, “contagious” ideas that successful companies implement to find their customers coming back and referring them because of their . . . infectious, enviable, repeatable, remarkable experience.

Chances are you recently had a great customer experience, perhaps dealing with a retailer, restaurant or airline, only to turn around and be disappointed with that same company’s customer service. It happens every day.

Anne has mystery shopped over 2000 businesses around the country looking for "consistent" excellence in customer service. She knows what works and what doesn’t.

Driven by her extensive experience over the past 30 years, Anne shares her wisdom designed to motivate you to take a deeper look at what your customer experiences every day.

Anne Obarski challenges audience members to:

- Discover how to completely engage each and every customer
- Build your unique brand through every “touchpoint” with every customer
- Deliver a contagious experience... not just a transaction

To discuss how Anne Obarski can help make the outcome of your next event a contagious success, contact Anne at 614-389-3248 or visit www.merchandiseconcepts.com
Requested Topics

**KEYNOTE PRESENTATIONS**

**Contagious Customer Service TOUCHPOINTS:**
What you need to know about delivering "consistent" and enviable customer service.

**Be an Undercover Boss**
Re-charge, Re-fuel, Re-connect with your employees and your customers

**BREAKOUT & WORKSHOP SESSIONS**

**Make Your Customer Service CONTAGIOUS!**
“Strategic Service System™” to Training Superstars!

**The Next Generations – Y and Z!**
How to motivate, manage and sell to them!

**On The Floor**
A merchandising GPS for increased sales.

**STOP Bugging Me!**
How to get along with almost every employee and difficult customer!

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“Anne Obarski delivered an outstanding presentation on the topic of making our customer service contagious. Our employees were thrilled with her information and presentation style. I highly recommend Anne Obarski as a customer service expert to speak to your company.”
–Dr. David N. Branch, Superintendent – Ohio

“Anne Obarski has brought a higher level of caliber, grace and leadership to our education events. Anne’s ability to capture the audience sets the bar in speaker professionalism.”
–Amber Baker/John Deere Landscapes

“Her audiences are able to immediately put the information she gives them into use in their businesses. They ‘get’ what she is saying and how they can make a difference in their own company.”
–CANGC/Elaine Thompson/President

“Your personal presentation style is quite dynamic and you should continue to hear great reviews and success stories resulting from what participants have learned.”
–Cite-up, Trinidad, West Indies/Ken Corbie, President

“Your presence on our program enabled us to not only meet, but also exceed, our commitment to offer our attendees a well-rounded program of green industry education and we are sincerely grateful for your participation.
–Stephanie Stockton, Director of Business Education
American Nursery & Landscape Association

“Anne wows audiences with the depth and breadth of her wisdom related to: developing superior customer experiences, and devising marketing tactics to create a contagious mentality in everything you do, every day, for every customer.
–World Wide Pet Association/Tara Molina, Education Coordinator

Did you realize that if you sell a product or a service you ARE a retailer?

Anne shares her retail expertise with a variety of businesses who want to increase their sales, their profit and the total everyday experience their customers enjoy. Anne will lead your audience through the steps needed to create a contagious experience for each and every customer, and the one that each customer will share…on purpose.

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