



SERVES YOU RIGHT!

Susan Brooks

Service Enthusiast

Rave Reviews

WOW! Susan Brooks 'knocked our socks off!' What a fantastic presentation. She took our input from questionnaires and gave us the 'shot in the arm' we so badly needed. One difference she made was shown through audience participation from individuals who almost never share.

University of Houston, College of Optometry

"Susan has the ability to warm up the coldest of groups and not only interact with them but have them interact with her and each other. Aside from Susan's natural gift to motivate, the amount of research, knowledge and information that she brought into our session was amazing."

Katherine's Collection

"You are an inspirational leader and speaker and, equally as important, you know how to make learning fun! Thank you for causing us to think and for giving us creative, yet practical tools that we can, and already are, using in our workplace."

Tempe Convention and Visitors Bureau

"Susan is a high level thinker, who is not afraid to ask the tough questions, and who is willing to provide the on-going support to help our leadership team grow. If you are looking for a person to bring life to your organization, and to help you grow as a team, I highly recommend Susan. My only warning: hold on to your hats when you do!"

Pinnacle Education

"I felt so engaged, so connected. It was the best program I have attended in the last several years where I really felt a presence and came away with such excellent knowledge and information."

OR Manager Conference

"You were the hit of the day. Everything you said had pertinence to any type of business: selling a tangible product or a service."

National Association of Tax Professionals

"Your passion is matched by your wisdom. And both were effectively imparted to the workshop participants through your well orchestrated and interactive delivery."

Renaissance Personnel

"Wow! This is the only word that first came to mind."

Banner Thunderbird Medical Center

"Susan's creativity, talent and inspiration are unparalleled. Her program is like no other."

Valley Radiologists Ltd

"I would be happy if you choose to use me as a reference. You have made a difference in our district. I will always remember that."

Scottsdale Unified School District

"You captivated the audience and really forced them to think about how we can best astonish our customer. I enjoyed your enthusiastic approach and appreciated you involving the team."

McDonald's Corporation

"Thank you for the exceptional work you have done with the Richmond Police Department. Since you've been working with us, the department's culture has begun to change. You've helped our front line staff and leaders work through some difficult issues and helped motivate and inspire immediate modifications towards becoming better service providers."

Richmond Police Department

"Your commitment and passion has truly inspired my management team and our front line leaders. In every quantitative measure – patient satisfaction, client satisfaction, and employee satisfaction – our scores have increased admirably. As important as these results are, just as impressive are the intangible results. There is much better understanding amongst our staff of

just what service enthusiasm entails. Front line coordinators now have valuable tools and insights into becoming effective leaders and true ambassadors of our company. Thank you!"

Sonora Quest Laboratories

A red handwritten signature, possibly reading 'Susan', is located in the upper right quadrant of the page.

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