



CAPITOL CITY SPEAKERS BUREAU

We help you thrill your audience!



Teresa Allen

Travels from: Florida

Fee Range: \$7,501 - \$10,000

Teresa Allen is owner of Common Sense Solutions, a national training and consulting firm focused on bringing common sense solutions to business and life!

An internationally recognized customer service expert, Teresa has been presenting her highly acclaimed customer service keynotes and training programs across the U.S. and abroad for over twenty years. Teresa is author of *Common Sense Service: Close Encounters on the Front Lines*, and is the coauthor of *The Service Path: Your Roadmap for Building Strong Customer Loyalty*.

Teresa has been nominated for four consecutive years as one of the Top 5 Customer Service & Sales Speakers in the U.S. In 2014, Teresa was named one of the Top 30 Customer Service Professionals by Global Gurus, one of the Top 30 Engagement Thought Leaders by Customer Edge/SAP and one of the Top 30 Contact Center Thought Leaders on Twitter by ICMI. Teresa is a two time recipient of the ASTD Professional Trainer of the Year Award.

A native of Chicago, Illinois, Teresa Allen attended Miami University in Oxford, Ohio where she obtained her B.S. in Business Administration with a degree in Marketing. She enjoyed a highly successful sales career with both national corporations and local businesses for over ten years prior to forming her training and consulting firm. During this time, Teresa was also a corporate trainer and was recognized for developing innovative customer service and sales training for her clients.

In addition to speaking and training, Teresa has appeared in several motion pictures, has served as guest host of local television programming, and has authored business articles in regional, national and international publications. Teresa's Get Common Sense customer service blog is syndicated by Customer Think, B2B, and Small Biz Club sponsored by Office Depot.

Most Requested Programs...

- Profiting From Common Sense Service!
- You Can't Digitize Me! The Digital Customer Service Tipping Point
- Having the TIME of Your Life
- Hanging On By Our Fingernails!
- Customer Conflict: Opportunity Knocks!
- Common Sense Communication: Who am I? Who are YOU?
- Customer Expectations: Meeting 'em & Beating 'em!
- Let's Get Engaged! Building Success Through Common Sense Employee and Customer Engagement