



# CAPITOL CITY SPEAKERS BUREAU

*We help you thrill your audience!*

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## Teri Yanovitch

*Travels from:* Florida

*Fee Range:* \$2,500 - \$5,000

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Teri Yanovitch is a dynamic and insightful speaker who engages listeners with her genuine approach, rich knowledge and passionate enthusiasm. Her powerful combination of customer service expertise and real-world quality management helps her move organizations from the status quo of "business as usual" to creating a culture of excellence.

Teri honed her skills with the best of the best. As a former Disney Institute keynote speaker and seminar leader, she shared the best practices developed by the Walt Disney Company with global organizations. And, for more than a decade, she implemented cultural change with Fortune 500 companies as an executive with Philip Crosby Associates (PCA), the company that revolutionized total quality management. She headed up the product line that took the Crosby process into organizations worldwide through developing instructors both domestic and international on how to deliver and implement a change of culture. Her professional and engaging style made Teri an outstanding speaker and trainer with evaluations always in the top percentiles.

She is the co-author of the highly acclaimed book *Unleashing Excellence - The Complete Guide to Ultimate Customer Service*. This book is the culmination of years of experience in the field and serves as a guidebook to leaders of organizations that are looking to create a culture of service excellence and quality. She is also the co-author of *Retain or Retrain - How to Keep the Best Ones from Leaving*.

Teri has helped many organizations over the years such as Johnson & Johnson, AAA, General Motors, Ernst & Young, Subway, Florida's Turnpike Enterprise, Security Bank, Yokohama Tires, and America's Blood Centers apply the best practices of continuous improvement in both quality and service to achieve their goals. Today she continues to work as a speaker, trainer and consultant working with organizations dedicated to delivering on their promise and developing customer loyalty.

### *Most Requested Programs...*

- Surviving the Recession - Retaining and Expanding your Customer Base in a Down Market Through Service Excellence
- Leadership: The Key to a Winning Organization
- Living the Brand Through Service Excellence
- Creating a Culture of Service Excellence