



Amazing Service Guy

"Kevin, your customer service seminar was wonderful!"

Kevin Stirtz
The Amazing Service Guy

Mike Perron, President
The Paint Depot

Participant Feedback

"Kevin is an extremely effective and likable presenter."

"I liked the fast pace and the audience participation."

"Very informative session. Learned a lot. Enjoyed the interactive nature. Kevin is a great communicator."

"Kevin does a good job getting people involved. He makes the topic relevant and fun. I hope he comes back"

"Kevin was a wonderful seminar leader! Personable, organized, easy to follow and great sense of humor."

Call Kevin today!
1-952-212-4681



Never Lose Another Customer

How to keep your customers coming back forever.

What do your customers really want from you? The answer to that question will help you build a more profitable business that can survive anything.

It's the key to having more loyal customers.

Customer loyalty is fundamental to the success of your company. Without it, expenses go up, profits go down, morale can suffer and your company is at greater risk.

But with more customer loyalty, your company can grow faster, experience higher profits and offer many more opportunities to your employees.

Kevin Stirtz knows how to create more loyal customers. During his career as a business owner and manager, he has learned the tools (and tricks) of this trade. And now he's going to share them with you. With an engaging and informative session, Kevin will provide your group the ideas, tools and motivation to keep your customers coming back. Your people will leave with real-world action items they can put to use right away.

Your attendees will learn:

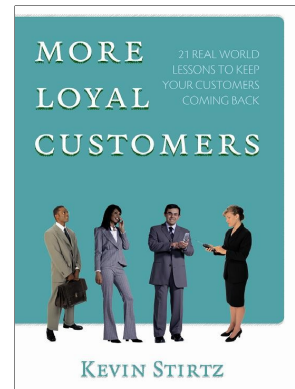
- The #1 reason customers leave and how you can prevent it
- 3 critical factors you need to begin building customer loyalty
- The single most effective way to increase customer retention
- A proven 6 step system to increase customer loyalty
- How to get customers engaged as partners
- The most important thing you can do to keep customers coming back

Primary audience: Owners, executives, managers
Also good for: Supervisors and team leaders
Format: Keynote, breakout or workshop
Time: Presentation 45-90 minutes
 Workshop 2-3 hours

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"Excellent, informative presentation!"

Ron Koebnick
Transitions Plus



Client Comments

"My clients gave high ratings on his services and one is considering having him come back as a regular trainer and consultant. I would highly recommend Kevin to anyone who needs a speaker/trainer."

Wendi Moore-Buysse
Wendi Moore Agency LLC

"Kevin Stirtz was very knowledgeable, friendly, humorous, thorough and personable. He did a wonderful job. He kept the group's attention and was able to get them involved. Kevin is very good at what he does!"

Teresa Vincent
City of Bemidji

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How to Deliver Amazing Service

Guaranteed tools to help you deliver better service to every customer every time!

What would a 57% increase in revenue mean to your company?

That's what happened in a recent study. In a 6 month period, customers who received improved service spent 57% more than those who received the same old service they had always gotten.

Another study showed 68% of customers who leave a business do so because of how they are treated. In other words, poor customer service drives customers away.

Bad service can destroy a company. But great service can help your company increase revenue, profits and boost employee morale. It can make your company stronger no matter how bad the economy is or how much competition you have.

Kevin Stirtz knows what great customer service is. In fact, he defined Amazing Service. In this valuable session, Kevin will teach your people simple yet powerful concepts and tools to help them deliver Amazing Service to your customers. They'll learn a unique system that is easy to understand and implement. They'll leave with specific tools they can use right away.

Your attendees will learn:

- The 4 requirements of Amazing Service
- 5 things every employee must do to serve customers well
- The 3 critical factors required to provide better customer service
- How to discover what your customers really want
- A simple secret that keeps customers smiling (and coming back)
- How to be a solutions provider every time with every customer

Primary audience: All customer-facing employees
Also good for: Supervisors, team leaders, managers
Format: Keynote, breakout or workshop
Time: Presentation 45-90 minutes
Workshop 2-3 hours

Amazing Service Guy



"Thank you Kevin for a very effective seminar."

Patricia Doocy, HR Manager
North Suburban Communications Commission

Partial Client List

Here are just a few of the organizations whose people have experienced Kevin's presentations and seminars:

Russell Stover Candies
Urban Outfitters
Pep Boys
Supercuts
Embassy Suites
The Paint Depot
Shred-it
Team Sports Planet
Philadelphia Country Club
Inland Empire Bank
St. Francis Hospital
The Christ Hospital
Merrill Brink International
Catco Parts & Service
Coffee News USA
Velocity Sports
City of Bemidji
Homestead Preserve
Thermo King
Ingersoll Rand

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Kevin Stirtz Background

Kevin Stirtz is the "Amazing Service Guy". But this isn't just a clever nickname or branding tool. It's true. Kevin is a maniac about customer service. It's all he talks about. (Just ask his wife!)

Kevin knows that to thrive in the 21st Century you need a genuine culture of service in your organization. The only way an organization can be successful and sustainable for the long term is to be a Serving Organization.

There's one more reason he feels so strongly about service. Because it's what we're all created to do. Serving others is the highest and most natural calling for all of us. And if we bring this ideal to our organizations then they will work better, last longer and create more value for our world.

Kevin has spoken to thousands of people across the USA, in Europe and the Caribbean about how to improve customer service. He has been quoted in major media such as BusinessWeek, the Boston Globe, Smart Money, Chicago Sun Times and others.

His award-winning book: "More Loyal Customers" has won 5-Star reviews on Amazon.com. Kevin has 23 years experience as an owner or manager of six different businesses. He has a bachelor's degree from the University of Minnesota.

Call today: 1-952-212-4681

Kevin Stirtz
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