

Jeff Toister

The Service Culture Guide

The first time Jeff served a customer, it ended in a service failure. Vowing to learn from that experience, he became obsessed with customer service.

Today, he is an author, consultant, and trainer who helps leaders build customer-focused teams.



Author

Jeff is the best selling author of four customer service books including *The Service Culture Handbook*, a step-by-step guide to getting your employees obsessed with customer service.

More than 12,000 customer service professionals around the world subscribe to his free *Customer Service Tip of the Week* email newsletter.

Global Gurus rated Jeff's weekly tips as one of the top customer service training programs in the world.

Consultant

Jeff guides clients who want to develop customer-focused cultures. Services include:

- Mission statement writing
- Employee engagement strategies
- Customer service assessments

He also offers 1-on-1 coaching to help leaders build, grow, and sustain a customer-focused culture.

Trainer

Jeff can help your team discover new perspectives and skills. He is a dynamic keynote speaker whose presentations are highly interactive, practical, and engaging.

Over 3 million people have taken one of his video-based training courses on LinkedIn Learning. His *Customer Service Foundations* course is LinkedIn Learning's most-watched customer service course in the world.

Phone: 619.955.7946

Email: jeff@toistersolutions.com

Web: toistersolutions.com