

The Guaranteed Customer Experience

What if you could guarantee your customers an amazing experience—and then deliver on that promise **every time**?

This entertaining and informative presentation turns the concept of a guarantee on its head. An experience guarantee goes beyond merely warranting a product against defects. It encompasses the entire customer journey to promise an experience that never falls short of expectations.

Get an inside look at how leading organizations use experience guarantees to fuel customer-driven growth. Learn the real reasons people love these companies and remain loyal customers. Discover how brands, products, and even individual employees use experience guarantees to stand out from the competition.

Audience Value

Participants will gain the following:

- Discover what truly motivates customers to buy from you.
- Identify three steps to offering an experience guarantee.
- Root out service failures that cause customer churn.

Biography

Jeff Toister has been named a top Customer Experience influencer by Panviva, Unymira, and LiveHelpNow. He is the bestselling author of four books, including *The Guaranteed Customer Experience: How to Win Customers by Keeping Your Promises*. BookAuthority named Jeff's book, *The Service Culture Handbook*, one of the top 100 customer experience books of all time. More than 500,000 people have taken one of his training programs on LinkedIn Learning.



Testimonials

"For anyone seeking a Customer Experience speaker, I can't recommend Jeff Toister enough. Not only did he crush his keynote, but he stayed for the whole event and got to know as many attendees as he could." —Chief Experience Officer

"What a pleasure it was to get to know Jeff on a personal level and witness his passion for the customer experience. I strongly encourage those companies that put the customer first to engage with Jeff." —Director, Vendor Relationship Development

"This was a great presentation—very informative and interactive. Jeff was a very engaging speaker." —Vice President, Customer Care Center

Contact Jeff: jeff@toistersolutions.com or 619-955-7946