

# What kind of a response can you expect from your attendees when you ask Barbara to speak at your next event?



"Barbara Khozam's **strategies have the power to change businesses and lives!** Her strategic customer service tips absolutely **lead to success.** She knows her stuff!"

— James Malinchak: Featured on ABC's, "Secret Millionaire" Founder, [www.BigMoneySpeaker.com](http://www.BigMoneySpeaker.com)

..."The time whizzed by. It was very practical, down-to-earth, specific behaviors that we can do. Maybe we know about them before, but it's good to get a review often. **Barbara was friendly, down-to-earth, funny, smart, enthusiastic, and I felt like she was an expert.**"

— Lynn Schiff, NP, Kaiser Permanente, San Diego, CA

"It was really fun. Barbara was really knowledgeable and she motivated us to do better and to be here for our patients, their family and everyone who comes to Kaiser." "...**The training was amazing, excellent.** It will add a lot to our careers and in our day-to-day work." ...and we can apply this to our co-workers as well."

— Deja Alexandrino, RN, Kaiser Permanente, San Diego, CA

**"WOW!** Barbara Khozam could have been talking about marbles, a box of rocks or a public water fountain in New York City, and the audience would have not only been laughing but also learning and more importantly listening! From the beginning **she managed to change my entire viewpoint on the seminar and on myself.** Barbara Khozam is an incredible presenter... Thank you Barbara for **a day well spent!**"

— Monica Bingen, Edward Jones, Bozeman Mt.

"I thought you were really terrific...you were funny and inspirational and your **topics were packed with good insights and ideas...I credit your seminar for my renewed enthusiasm at work.** I've always enjoyed this job. But, **you helped put a fire back under me...**As for you, you are an excellent trainer...Your audience interaction skills are strong..and (you) are absolutely hilarious... I just wanted to say thanks. Your presentation did me a world of good at home and at work!"

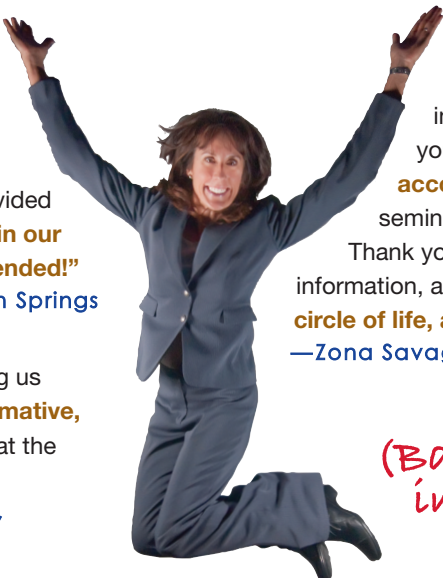
— Paul Lucero, Wilson Sonsini Goodrich and Rosati, Palo Alto, CA

"Barbara was engaging and entertaining. She provided us **valuable information and techniques to use in our workplace. One of the best workshops I've attended!**"

— Kathy Funakura, Site Supervisor, Canyon Springs State Pre-School

..."Thanks to Barbara for making it fun and helping us apply it to our situations. She was **amazing. Informative, fun, entertaining.** I want to hear her speak again at the next one!"

— Anessa Curtin, Special Event Supervisor, The Ebell of Los Angeles



"Barbara Khozam is the **most personable, effective and fun program leader** I have ever experienced. She uses humor to make the learning fun and memorable.

— Colette Keeney, Office Manager, Family Tree Services, Redding, CA

"Barbara is an **excellent trainer and speaker.** Barbara is able to relate to everyone and **have a resolution to different scenarios.**"

— Phan Sooknetr, County of Sacramento

"I just wanted to let you know how much my life has changed just since attending the seminar..." **"I have a new sense of being, my self-esteem has skyrocketed and it seems my co-workers and boss have a newfound respect for me. This is all thanks to Barb."**..." I am so happy to have met Barbara and to have been taught by her. Her style of teaching is very invigorating. I hope you know what an asset she is to your organization."

— Sharon Houseworth, Diamond Construction, Helena, MT

"Barb was terrific! **Riveting and creative** with a real "you can do it" attitude. Covered the material and provided a wealth of additional tips and resources."

— Patrick Coplard, IWMD, Santa Ana, Ca

"Barbara is a very good speaker. She is **well organized and gives a presentation relevant to everybody.** Her upbeat and outgoing attitude is contagious and makes the seminar fun. **I enjoyed it and would take another seminar from her. Thanks for making my day and money worthwhile.**"

— Jeffrey R. Hinton, Manager, Photo Imaging Center, Sheridan, WY

"This seminar was **very informative.** I enjoyed the professionalism of Barbara as well as her **ability to give the solutions to situations where there seemed to be none.**"

— Hilda Falcon, Vans, Inc., Santa Fe Springs, CA

"I would like to complement Barbara for a superb day. She is very fun, yet up-to-date knowledge wise. She presented her material in such a way that is was not only fun, but you **went away with a sense of accomplishment** for having attended her seminars. Something I have not felt in the past. ...

Thank you Barbara for all the wonderful ideas and information, and for **making us think outside our small circle of life, and into the vast realms of possibilities.**"

—Zona Savage, Western Area Power, Pheonix, AZ

*(Barbara's stories are sure to instantly put a smile on anyone's face!)*

To Check Speaking Availability Contact  
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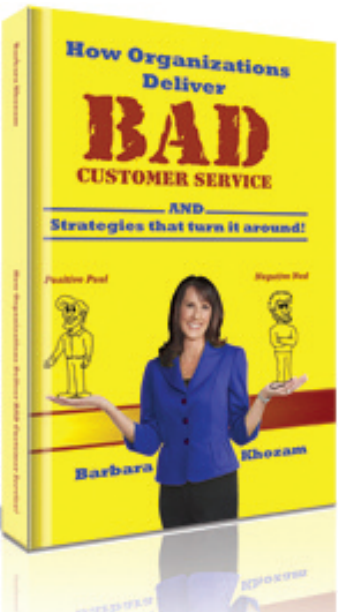


Featured in January 2012 Issue of Small Business CEO Magazine



## BARBARA KHOZAM

Author of *How Organizations Deliver BAD Customer Service (And Strategies that Turn it Around!)*

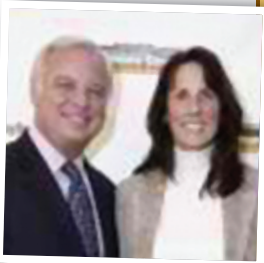


Barbara is the Co-Author with Jack Canfield, Brian Tracy and Les Brown of *Power of the Platform*

Barbara is also the Co-Author with leading business experts of *Executive Etiquette Power*



Barbara speaks to groups of 4 to 4000!



### Barbara's Partial Client List Includes:

- Accenture
- Arizona Department of Gaming
- Baxter Healthcare Corp.
- Boeing
- Dura Pharmaceuticals
- Edwards AFB
- eHealthInsurance
- FBI
- FEMA
- GE Healthcare
- General Petroleum
- Hewlett Packard
- Honeywell Learning Center
- Kaiser Permanente
- Murphy Broadcasting
- Paiute Palace Casino
- Quest Software, Inc.
- RAND Corporation
- SAIC
- Social Security Administration
- Taco Bell
- Tucson Electric Power
- University of Queensland, AUSTRALIA
- VA Palo Alto Health Care System
- Yahoo! Inc.

To Check Availability or for More Information:  
Call: 888.525.5915 or 619.572.1117



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## Six Reasons to Book Barbara

### 1. Internationally Recognized Speaker

Barbara has delivered more than 1200 motivational presentations at meetings and conventions worldwide and has won more than 27 awards for Sales Achievement. Barbara has spoken to over 35,000 employees and executives throughout 7 countries.

### 2. Your Audience Will Laugh, Learn And Be Inspired

Barbara combines enthusiasm and humor to instantly connect with her audiences. She will help your audience discover how to take seemingly complex issues and boil them down to simple, measurable solutions. Her programs are packed with great take away value.

### 3. Custom Tailored Program

Barbara doesn't just talk to her clients, she will dive into the culture, strengths, and pain points of your group; creating a reaction of "Hey! She understands us!" from your audience.

### 4. She Is A Professional Athlete

Whether she's at the beach spiking the ball, or in the boardroom; Barbara's commitment and dedication set her apart from her peers by going above and beyond what's necessary to make her client look good.

### 5. She is Interested in a Relationship, Not Just a Transaction

Barbara doesn't just do a presentation then leave you alone. Part of Barbara's system is to find out how things went – what has changed as a result of her being there. The follow up is key when it comes to implementing anything new.

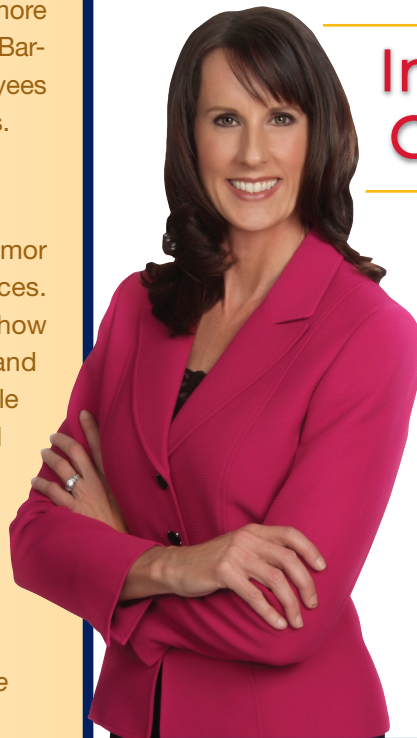
### 6. You Get 10 FREE Books



**10 FREE BOOKS**  
When you Schedule  
Barbara Khozam  
For Your Event!

Is your company experiencing:

- Low morale
- Negative attitudes
- Difficult personnel
- High turnover
- High stress
- Customer dissatisfaction
- Multi-generational issues
- A drop in sales
- Poor teamwork
- Low productivity



## In a speaker jam? Call Barbara Khozam

### Your Audience Will Love The "Barbara Khozam Experience"

- B** **Boundless Belief** (in yourself, your company, and others)
- A** **Amazing Attitude** (with and toward everyone)
- D** **Decide to Do It** (be kind every time and with every one)

An excerpt from her book:

5 Quick Tips to Get You Out of Hot Water and into Good Favor with New Customers...

1. Warm and fuzzy rules! Always make your customer feel cared about.
2. Stay out of the "Grump Zone." If you're feeling grumpy, slap a smile on your face and "fake it 'til you make it!"
3. Monkey See, Monkey Do. Be a "Communication Copycat" and communicate with people using their style, not yours.
4. Never be afraid to go back to the drawing board. If what you're doing isn't working, try something else.
5. Know when to hold 'em and when to fold 'em. If you can't resolve a problem, find someone else who can.

Barbara's words of motivation:

- "When you're in doubt and you want to shout, don't become mindless just fill 'em with kindness."
- "When you tell people 'why', they are more likely to comply"
- "Blow their mind, just be kind"
- "Don't be lame, say your name"
- "Get in style, show your smile"

## Choose from FOUR Key Topics

(All available as a Keynote, Breakout Session, or 2-Hour to Full Day Program)

### 1. How Organizations Deliver BAD Customer Service (And Strategies that Turn it Around!)

Customer service is no longer a department, it is a culture that flows through the veins of every great company. Your customers can instantly rave or complain to millions of people with one click of their mouse, DO NOT LEAVE THEIR COMMENTS TO CHANCE!

This dynamic, humor filled program will help your group discover the following:

- The three biggest mistakes businesses make with customer service (and how to avoid them)
- Gain and maintain repeat customers (without giving away the store)...
- Ways to Identify and avoid the most common customer turnoffs
- Handle difficult and complaining customers with class, calm, and poise...

### 2. Attitude 180: Zap Negativity and Ignite Yourself, Your Life, Your Results

Barbara will take you through a laugh-filled, fast-paced, motivating experience, where your audience will discover how to:

- Set the proper foundation for success at work and at home
- How to approach problems with a "Get over it and get on with it" attitude
- Keeping the fire of your team's enthusiasm hot
- Avoid being someone's emotional garbage truck.

Negativity is contagious and a trap that's easy to get caught in. Barbara will guide you out of that trap, and show you proven techniques to create a rewarding and positive environment.

### 3. From Boss to Leader: Leadership skills that every effective leader must use daily

In this program, you'll discover how to:

- Earn and keep the respect of your team
- Free up time in your day by effectively delegating
- Recognize, reward and praise for maximum benefit
- Motivate and inspire your team to greatness

No one style of management fits all situations. When you implement these proven techniques, you will be well on your way to having a more productive team.

### 4. Take the Pain in Your Rear and Put it in Gear: Secrets to Dealing with Difficult or "Different" People

Why can you instantly 'click' with some people and clash with others? Most likely you have different communication styles. With humor and role-playing, Barbara teaches you how to deal with other people's communication styles, as well as your own.

In this program, you'll discover such gems as:

- 3 Strategies that will turn customer complaints into your greatest opportunity
- How to use non-verbal communication to build rapport in seconds
- Giving yourself the gift of "No"
- How to motivate your team in good times and bad



Actress Barbara Niven and Barbara



Dave Sheffield and Barbara



Joe Theismann and Barbara



Glenn Morshower and Barbara

### Who is Barbara Khozam?

Barbara has spoken to more than 35,000 people throughout 7 countries and is ranked in the top 1% out of a group of 400 leading trainers in the United States. Barbara Khozam has delivered more than 1100 presentations to audiences of all sizes, sharing great strategies on customer service, leadership, motivation, and communication with difficult customers and co-workers. She is also the recipient of 27 awards for Sales Achievement & Outstanding Trainer Ratings.

Her wit, energy, and jaw-dropping insight, reveal practical principles necessary for success in today's cynical marketplace. Barbara will show your audience how to create win-win scenarios in all of their professional relationships and how to create rapport with their clients, propelling their business into a category of one.

Barbara's highly acclaimed book, *How Organizations Deliver BAD Customer Service (and Strategies that Turn it Around)* is taking the marketplace by storm and is becoming a staple on the bookshelves of people who excel at creating great customer relationships. She also co-authored *The Power of the Platform*, with Jack Canfield, Brian Tracy, and Les Brown; and *Executive Etiquette Power* which have sold in excess of 25,000 copies worldwide.

Barbara is a former professional beach volleyball player and can still be found spiking balls on a court when she is not lobbing insightful and practical advice to groups like Kaiser, Xerox, Symantec, Verizon, FEMA, the FBI, and hundreds of other multinational corporations, and government agencies.

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