

HOLLY STIEL PROGRAM DESCRIPTIONS

Service is a Gift-How to Create and Sustain a Culture of Service

Do you want to know the answers? You have to know the right questions first. Holly reveals the five most important questions every employee needs to ask. Riffing on the five “W”s that you learned in school, Holly has created an efficient practice that any employee can utilize no matter what kind of service they provide.

Five “W”s

- Who
- What
- Where
- Why
- How

This interactive talk introduces Holly’s foolproof formula for transforming your company into a service superstar. With every employee asking and answering the same five questions, customers will appreciate a familiar standard of thoroughness and accuracy. This talk is recommended for managers, supervisors, and executives.

Stellar service is a gift and Holly’s message is the gift that keeps on giving; once you open it everyone wins.