

Keynote Speaker
Workshops & Training
Seminars & Events

JIMENEZ BAILEY "A HOME RUN!"
"YOU KNOCKED IT OUT OF THE PARK. YOUR CUSTOMER SERVICE PRESENTATION SHOWED US ALL THAT WE CAN CONNECT AND GIVE MORE, TO EACH OTHER AND OUR CLIENTS."

Ramona Baxter
Program Coordinator
National Management Association-Boeing

Programs for Customer Service

"Customer Service for Life"

How to increase your profitability with exceptional customer service.

Now more than ever your company has to provide exceptional customer service. In a lean economy it takes more time and hard work to gain new customers. It's even more important to retain the customers you already have. Customer service both good and bad, will dramatically impact your bottom line. Studies show that 77% of customers won't return to a business based on how they're greeted. During this presentation Jimenez will share the 4 key competencies needed for your team to enhance and exceed your client's customer service experience.

"The Best of the Best"

Your employees are your MVP's: Most Valuable People.

The morale of your employees goes hand in hand with the customer service they give your clients. A recent survey of employees showed that 61% said that they would be looking for a new job once the economy improved. At a time when it may not be cost effective to hire and train a new workforce, your current employees must feel valued and appreciated! You want and need them to feel that they are, "The Best of the Best". Before we can ask our employees to give exceptional customer service to our clients, we have to ask ourselves are we giving exceptional internal customer service to our employees? In this session Jimenez will help your team identify, and overcome the barriers that prevent them from being valued contributors to their company's success .

"This is Customer Service, can you hold please?"

Customers actually want to give you a second chance.

During this presentation, your team will learn the 5 Deadly Sins of Customer service. Jimenez will teach you how to overcome the behaviors and actions, that keep clients from returning and becoming customers for life!

"It's All About People"

Everyone likes an experience that makes them feel special. We give and receive customer service in everything we do. Most importantly, in our daily interactions with family, friends, clients and people we meet from day to day. The connections we make, relationships that are built, are a unique form of customer service. This keynote address speaks to the commonalities we all share as people.



"On behalf of the Xerox Management Association executive board we want to thank you again for the awesome presentation given to our teams. We have never had any of our past speakers rate as high as you did on our team surveys. You left us with solid ideas to implement as we move forward to regain our market share. A humorous, thought provoking message on target! "Well done."

William Thomas
1st Vice-President-Program Chair
Xerox Management Association of
Southern California

"Fantastic!! We have received so many positive comments from students and teachers regarding your keynote speech. The conference was a tremendous success due to your ability to connect and inspire our students. I've already had requests to bring you back next year! Thank you so much."

Maria Ochoa
Administrative Coordinator
Los Angeles Unified School District

About Jimenez Bailey:

After serving in the **U.S. Army**, Jimenez Bailey joined **American Airlines** as an aircraft mechanic. Three years after that he became an entry level aircraft maintenance supervisor for this global airline. A couple of promotions later he became the Regional Manager of Aircraft Maintenance for Southern California. Jimenez didn't do this by himself. He had support and kindness from many wonderful people that he worked with. After 14 years with American, he joined a small Aviation company in Northern California as their Director of Aircraft Maintenance.

Wanting to learn more about customer service, and servant leadership, Jimenez later joined the management teams of **The Men's Wearhouse** and **Starbucks Coffee Company**. Having always had a passion for people, speaking and training, Jimenez founded **JB I Seminar Group** in May, 2000.

Jimenez believes that providing extraordinary customer service is more than just a business practice, it is the human connection that is woven into every aspect of our daily lives!

He has worked with many top **Fortune 500** companies to improve their Customer Service programs. Jimenez believes the key ingredient for providing great customer service is simply to remember his Golden Rule: **It's all about people!**

Why Hire Jimenez?

- Jimenez's presentations are based on extensive research, and his twenty plus years of corporate leadership and customer service experience.
- Jimenez supplies proven customer service skills, ideas, and techniques which translate into higher revenue, and higher customer satisfaction.
- Jimenez takes audiences through a series of funny and thought-provoking, real-world customer service experiences, looking at them through the eyes of the customer.
- Jimenez does not simply tell interesting motivational and inspirational stories. His presentations are directed at improving performance and solving specific issues. Jimenez does this by personalizing each presentation based on organization specific needs.

