

As a Certified Speaking Professional, **Peggy Morrow** brings the wealth of over 20 years experience to her fresh approach to the human side of business. Her interactive, information-packed programs get your people energized, enthusiastic and involved. Author of two books on managing for customer service, she has also written over 400 articles for the BBB and other publications on work performance issues. Whether it is speaking, training, consulting, or facilitating, Peggy will deliver a program exactly suited to your needs.

## Let your group laugh and learn with **Peggy Morrow**

Some of her most popular programs include:

### **The How Behind the Wow! Making Customer Service Your Competitive Edge**

Based on Peggy's book, ***Customer Service: The Key to Your Competitive Edge***, this session shares the three must-have building blocks to a successful customer service initiative and how to make them happen in your organization.

### **Full Team Ahead—Making Your Teams Successful**

Working together in teams is not as easy as it sounds. You do not suddenly go “poof, you're a team” and everyone magically begins to work together. This program presents eight components of a successful team and how you can implement them in your organization.

### **Take this Job and Love It! Keeping Yourself Fired Up and Motivated**

In today's stressful and constantly changing work environment, staying self-motivated about your job is not an easy task. Learn the keys to finding your own internal and external motivators and using them to help you stay excited about your job.

### **I Love Complaining Customers!**

Anyone can deal with a reasonable customer, but it takes a pro to appreciate and handle a “terrorist customer.” Learn five steps to success with unhappy customers and how they can be a key to assuring customer loyalty.



tel 281.280.8190  
toll free 800.375.1982  
[www.peggymorrow.com](http://www.peggymorrow.com)

**Peggy Morrow & Associates**

Just look what they're saying about **Peggy Morrow**.

“Thanks for your **outstanding presentation** at our National Meeting of Managers. I’ve heard **nothing but superlatives**. And this from a group of seasoned managers who are not easily impressed!”

*Affiliated Building Services, Inc.*

**“Wow!  
...I’m still glowing. We have had  
nothing but outstanding remarks about you.”**

*Darton College*

“We have received the **evaluations** and your presentation was the **highest**. Your session was **outstanding**.”

*International Energy Credit Association*

“Thanks for the outstanding presentation at our recent conference in New Orleans.

It’s not easy keeping an audience involved the last two hours of any conference, especially when the crowd has experienced the hospitality of Bourbon Street the night before. Your **lively, interactive** style, however, kept our participants **involved** and **enthused**. The fact that you took the time to accurately tailor your subject matter to the needs of the gas industry employees was a key to the **positive response** from the audience.”

*Southern Gas Association*

**A partial list of clients:**

- Dynegy • The Texas Medical Center
- St. Luke’s Episcopal Medical Center • Hines
- American Hospital Association • Drury Inns
- Schlumberger • Portable Sanitation Association
- Louisiana Superdome • Houston Astros • Kroger
- JPMorganChase • University of New Orleans
- Sterling McCall Toyota • Houston Texans NFL • Marathon Oil
- International Customer Service Association • Rice University
- Athens, GA Chamber of Commerce • NASA • Jiffy Lube • ExxonMobil

**Peggy Morrow & Associates**  
offers customized consulting and presentations in

**Customer Service**

**Management Development**

**Time and Stress Management**

**Administrative Support Staff**

**Professionalism**

**Motivation**

**Teams**

