

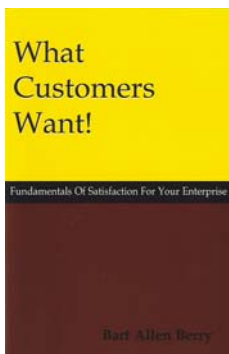


Customer Satisfaction Expert: Bart Allen Berry

Bart Allen Berry is a management consultant, researcher, author and speaker on the topic of customer satisfaction. Bart has worked with literally hundreds of companies, from Starbucks and Exxon-Mobile to American Express and the United States Air Force. Bart's years of consulting and research make him an excellent resource for organizations with the objective of *increasing business, developing deeper customer-supplier relationships and increasing loyalty, preference and return and recommend rates.*



Bart's presentations highlight the **ten domains of Customer Satisfaction**, the results of statistical research with hundreds of thousands of data points in multiple industries. Bart explains and applies the predictors of satisfaction to any product or service delivery system with an interactive speaking and workshop-oriented presentation.



Audience members audit their own business operations as part of the presentation while learning the fundamentals of customer satisfaction. Attendees leave with a greater understanding of the *science of customer satisfaction* and improvement plans they can implement immediately. An interactive format with lots of Q&A makes this a rich and content packed presentation, tailored to the needs of audience members.

'What Customers Want!-Fundamentals of Satisfaction for Your Enterprise' by Bart Allen Berry, is available at a discounted rate if client wants attendees to have a book as part of the presentation. Bart can remain for book signings at no extra charge.

Fees are based upon the following criteria:

- Service Organizations & Non-profits
- Others (private/public companies) according to audience size

Cost ranges from 1500. to 7,000. per engagement, 50 minutes to 3.5 hours.

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