

Sue Beyer, Owner/President of Operations Service Systems

NATIONAL SPEAKER – TRAINER – PERFORMANCE CONSULTANT

Sue experienced a variety of roles prior to founding OSS in 1989. Sue's current role is delivering award-winning strategies for **PERSONAL & PROFESSIONAL SUCCESS** in the areas of Communication, Sales, Leadership and Service Excellence. Sue also develops and conducts measurable, results-based programs and train-the-trainer sessions, incorporating the organization's key business indicators. Sue is a graduate of Xavier University and the University of Cincinnati and received an Industrial Engineering Certificate from the Maynard Research Institute. Sue is in the top 1% performers for Inscape Publishing earning Diamond level sales status fourteen consecutive years, a Partners In Publishing Award and was presented Outstanding Achievement Awards for Marketing and Managing of her team. Sue is the author of *Personal & Professional Service, Presentation Standards: Delivering Excellence* and *Eye-Sight: Your Vision into the Customer's Experience*.

SELECTED CUSTOMER LIST

Sony Electronics Inc.	Ernst & Young LLP	Oki Data
MGM Resorts International	Bally Technologies	Procter & Gamble
Macy*s	Fifth Third Bank	General Electric
The Coca-Cola Company	Honda of America	Convergys Corporation
Wynn Las Vegas	Siemens Corporation	TriHealth
Housing Authority of the County of Clark	Rain for Rent	Southern California Pizza Company

OUR RESULTS SPEAK FOR THEMSELVES

"Sue is highly effective in training people on understanding behavioral characteristics of colleagues and clients alike. Her training has benefitted our organization in **improving customer perception** of our service through dealing with difficult customer calls in a very humanistic yet factual basis." **Top qualities:** *Great Results, Personable, Expert*

Dan Wiersma, SVP Service Platform at Sony Electronics

"Having worked with Sue over a number of years. Found her teaching methods well received by classmates, her ideas on improving customer service to be creative and customer focused. As our company made a long term investment in training and agent development, we have seen **increases in First Call Resolution rates and NPS scores**. Both of which Sue's services helped with." **Top qualities:** *Personable, High Integrity, Creative*

Tony Capobianco, Business Planner / Customer Loyalty / Net Promoter at Sony Electronics

"Having worked with Sue over ten years, I can recommend Sue as the ultimate professional. She has a deep knowledge of her craft, and **always acts with my best interests** in mind. It is truly a pleasure doing business with Sue and her company." **Top qualities:** *Personable, Expert, High Integrity*

Paula Cobb, M.Ed Assistant Vice President, Learning Client Manager at Fifth Third Bank

"I used the excellent training services of Sue Beyer and her company, OSS, Inc., for some 10+ years across two major corporations and was exceptionally pleased with the results. **Substantial improvements in overall customer satisfaction, professionalism, and in general employee morale were realized across the board**. I would recommend Sue, and her training program, to any company that has direct interface with their customers."

Ron Bassett, Director, Customer Satisfaction & Services, NA (retired) Oki Data Americas, Inc.

"I have been doing business with Sue for over 15 years for two simple reasons: she NEVER drops the ball and is ALWAYS there when you need her. She **epitomizes customer service** and has set a standard no one else can meet."

Jim Panzl, Sales Development Specialist, General Electric

"This is one individual that I can highly recommend for training and consulting services. Specifically, I have used her in NY, NJ, Houston, AOC and Dunwoody. She is probably the **best in the country** when it comes to her customer service training program."

William A. Wickham, Corporate Director, Workplace Services, The Coca-Cola Company

"Sue has been supporting my businesses with support since the mid 90's. It's been Sue's professionalism, knowledge and penchant for **outstanding customer service that has made me a loyal customer**. Her recommendations were always on the mark and she took every opportunity to ensure that I was not only happy with the product, delivery but also price. Sue is high on my list of vendors of choice and I would highly recommend her to others." **Top qualities:** *Great Results, Expert, Creative*

Bob Furlong Human Resources Consultant and Contractor

Sue's article titled Behavioral Based Training: Improving Relationships Through Communication was published in the May 2003 T+D Magazine.





OPERATIONS SERVICE SYSTEMS

COMPANY OVERVIEW

OSS is a training and development firm specializing in **OPERATIONS** Development, Customer **SERVICE** and Results-Oriented Training **SYSTEMS** with mission of helping people relate and communicate to increase performance and enhance service.

Our focus is Operations & Professional Development incorporating process redesign, productivity analysis, performance standards and measurement systems into our Customer Service, Sales Relationships, Communication Skills, Leadership Development and Team Building programs. Our results-oriented training programs and measurement systems raise and sustain superior levels of Performance and Service. Our philosophy is *“you can’t manage what you don’t measure.”*

COMPANY KEY FEATURES & ATTRIBUTES

Our strong operations and industrial engineering background separates us from traditional training companies. OSS offers research-validated assessments focused on personal and professional growth including the DiSC[®] Profile, time management, listening, teams, diversity, customer experience, management and leadership with facilitation kits.

THREE APPROACHES

- Design customized training solutions and facilitate on-site with coaching sessions
- Supply online platform with 40+ learning assessments to enhance your existing training
- Deliver inspiring keynote presentations tailored to achieve key business results

CERTIFICATIONS

- Graduate of Xavier University and the University of Cincinnati
- Industrial Engineering Certificate from the Maynard Research Institute
- Certified Women’s Business Enterprise National Council (WBENC)
- Inscape Publishing DiSC[®] Certified Trainer
- Top 1% Performer for Inscape Publishing, Inc.
- Diamond Level Sales Status 14 Consecutive Years

OPPORTUNITY FIT

For over 20 years, OSS has developed strong business relationships with our Customers and has consistently presented customized training and business solutions that deliver measurable bottom-line results. As a testament to our results and service, many of our Customers have been our Customers for over 15 years, and when one of our “Champions” leaves one organization and goes to another, we keep the existing business and are rewarded with the new Customer organization.

OSS would like the opportunity of serving you and your team by matching our training resources with your business objectives and development goals. Thank you in advance for your time and consideration!

CONTACT INFORMATION

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