

Jeanne Bliss

“Your presentation was a highlight of the conference. I’m sure that many people left with nuggets of insight on customer focusing their businesses. Thank you for an informative and entertaining presentation.”

Technology in Medicine, Inc.

“Your presentation was the highlight of the conference for me. Your whole “love the customer” attitude is hugely refreshing.”

Service and Support Professionals Association

“I’ve read many books on how to improve the Customer Experience before we formed our new Customer Development team, and Chief Customer Officer is the only book that provided us with clear direction and a practical roadmap to begin our journey to improve our customer experience. I continue to refer to THE BOOK as our Bible for Customer Engagement!”

Johnson & Johnson Vision Care

“Jeanne, you just have an aura bouncing off of you that would bring a smile to anyone’s face. “

ScanSource

“I wanted to thank you. The work-shop / half day session was awesome! ...and let me tell you...I loved the book too. I just finished it (I’m the kind that loves to get to it and never put it down once I start reading good content). It took me a couple of evenings and most of my weekend and I really enjoyed the read!”

Bell Canada