

Dr. Audrey Guskey

America's Consumer Trends Expert ... At Your Service!

Which Trends Will Influence And Rule This Year?

Dr. Audrey Guskey has been researching consumer trends and customer service for more than 25 years. Her passion for marketing has driven her to become a leading expert in the field of marketing. Host of her own daily television evening news segment, "At Your Service," Dr. Guskey advises consumers how to get better service and save time and money. In her upcoming book, "Service Rules," she demonstrates how to be treated as every company's favorite customer.

Her area of expertise include:

- Customer Satisfaction
- Demographic Trends
- E-commerce
- Advertising
- Retailing



America's leading marketing expert, Dr. Audrey Guskey, has appeared in more than 1,000 TV and radio interviews: CNN, MSNBC, CBS, Fox News Channel, Montel Williams Show, CBS Radio, ABC Radio, NPR, and in than 400 news articles: *USA Today*, *the Wall Street Journal*, *Fortune*, *Time*, *Newsweek*, *U.S. News & World Report*, *Money Magazine*, *Reader's Digest*, *the New York Times* and *Cosmopolitan*.

Dr. Audrey Guskey is professor of marketing at Duquesne University and a consultant to GM, Kodak, United Way, Ramada Inn and Blue Cross.

She will WOW you and your audience!

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