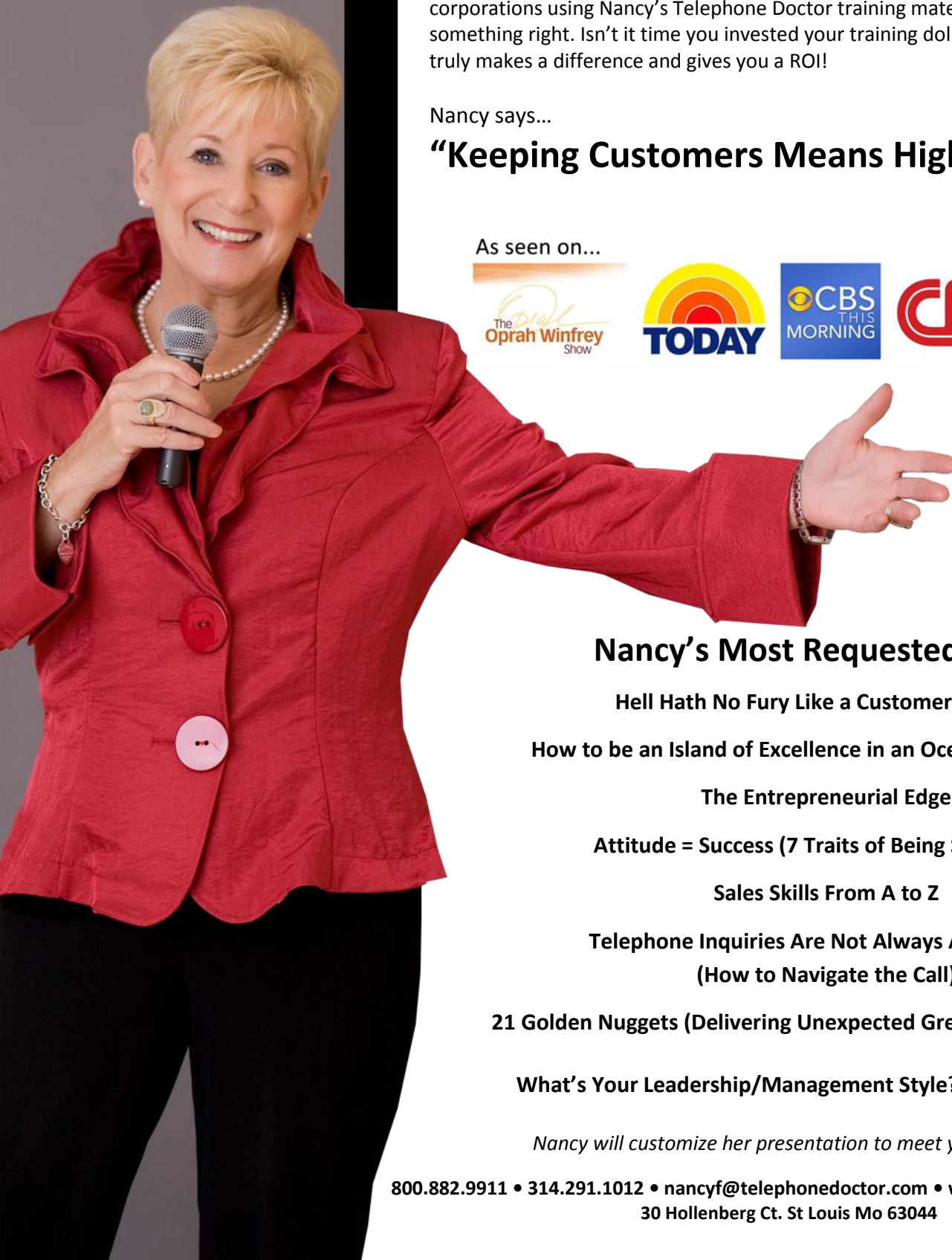


Nancy Friedman



Why choose Nancy Friedman to speak at your next event?

She was named as one of the Top Favorite Speakers of *Meetings & Conventions* magazine by meeting planners. Your audience will leave with many real world and usable take-away's from a power packed presentation; often not realizing they are learning due to the humorous approach that Nancy uses. She nails it every time. Presentations are from the heart and will make you laugh and ignite passion in your group. You will learn techniques that you can implement for success, not just stories of how others such as Disney, Southwest, etc. made it. With tens of thousands of corporations using Nancy's Telephone Doctor training material she is doing something right. Isn't it time you invested your training dollars with a speaker that truly makes a difference and gives you a ROI!

Nancy says...

"Keeping Customers Means Higher Profits"

As seen on...



Just to name a few.

BONUS:
A complimentary
webinar with
each booking

Nancy's Most Requested Topics:

Hell Hath No Fury Like a Customer Scorned

How to be an Island of Excellence in an Ocean of Mediocrity

The Entrepreneurial Edge

Attitude = Success (7 Traits of Being Successful)

Sales Skills From A to Z

**Telephone Inquiries Are Not Always About Price
(How to Navigate the Call)**

21 Golden Nuggets (Delivering Unexpected Great Customer Service)

What's Your Leadership/Management Style? (The DiSC Profile)

Nancy will customize her presentation to meet your group's needs.

800.882.9911 • 314.291.1012 • nancyf@telephonedoctor.com • www.telephonedoctor.com
30 Hollenberg Ct. St Louis Mo 63044

More about Nancy

As one of America's most asked back speakers, Nancy's programs are sought out by those who want to raise the bar in customer service as well as their revenue.

A unique motivational and humorous presenter, Nancy's programs fit all industries and job titles. Her laugh out loud, dynamic presentations have been presented in dozens of countries around the world. Her topic of sales and customer service is universal.

Named one of **the 25 most influential businesswomen** in St. Louis, Nancy's common sense and down to earth material makes great sense.

The author of 7 books on communications, sales and customer service, Nancy's articles have appeared in the *Wall Street Journal* and *USA Today*, as well as dozens of other publications.



Nancy will inspire and motivate you and leave you with material you will use the rest of your life. Her programs are high-energy, high in content, and best of all, high-results.

Born and raised in Chicago, IL, Nancy and her family now reside in St. Louis, MO.

There is no time like the present to get your company on the path to keeping customers and raising profits.

Book Nancy Friedman aka "The Telephone Doctor". It will be the best investment you will make towards your business success this year!

Call: 800.882.9911 or 314.291.1012

Email: nancyf@telephonedoctor.com

Visit: www.telephonedoctor.com

Join Nancy via social media...

Facebook: [/telephonedoctor](https://www.facebook.com/telephonedoctor)

Twitter: [@TelephoneDoctor](https://twitter.com/TelephoneDoctor)

LinkedIn: [/nancyfriedmanspeaker](https://www.linkedin.com/company/nancyfriedmanspeaker)

"Amazing, inspirational and mind blowing. Could have listened to you for hours."

Subway Franchisee owner, Subway International

"Fantastic! Excellent! Best speaker we ever had." This is what our Franchisee's told us after our National Conference. The response was so positive that we invited Nancy Friedman, The Telephone Doctor to please return and join us for a SECOND conference. Nancy is "Exactly" what our organization needed. Thank You!"

Tim Jackson, Regional Marketing Manager West, CARSTAR

"You gave one of the most valuable talks MDRT has ever presented!"

Ray Kopcinski, Director of Management Services, MDRT

"I am so glad you accepted coming to our convention. We were a great hit with our franchise. No scolding; just good common sense that we often forget. You are a common sense rock star to me!"

Randy Wright, President, Cottman Transmission

"Nancy Friedman was our guest speaker for both the Tuffy Associates Corp. and Car-X Associates Corp. Dealer Meetings. Nancy's presentation was knowledgeable, insightful and very inspirational. She is a dynamic speaker who is professional, well-informed and has mastered the ability to connect with the audience with her practical and motivational style of speaking."

Roger Hill, CEO, CarX & Tuffy

"I've never heard my group laugh more and they still talk about what they learned from you even after all these years. These days there are not too many presentations you can attend that will "Stick to your ribs."

Suzie Petersen, Executive Director, California Bus Association

