

# HELL HATH NO FURY LIKE A CUSTOMER SCORNE

When Oprah, Fox News, CNN, The Today Show, ABC's Good Morning America, CBS This Morning, KMOX, KCMO, WJAR, WCCO and a host of other radio and TV shows need an expert on customer service and communication skills, they call on Nancy Friedman, The Telephone Doctor®.

## YOU SHOULD, TOO!

Nancy is internationally recognized as a leading authority of customer service and communication skills. She is the author of five best-selling books and the featured spokesperson in the popular Telephone Doctor DVD library series.

She is a featured speaker at conferences and association meetings around the country.

Her latest book, *The Good The Bad & The Ugly* (With



Apologies to Clint Eastwood) is now available.

Nancy is lively, humorous and always asked back! Pick a topic on customer service or communications and bring

Nancy on. Cell phones, email, voice mail, automated attendants, telemarketers, pet peeves . . . and more.

*For an interview, call her in St. Louis -- 314-291-1012.*

**Nancy Friedman, The Telephone Doctor®**

**[www.TelephoneDoctor.com](http://www.TelephoneDoctor.com) [Nancy@TelephoneDoctor.com](mailto:Nancy@TelephoneDoctor.com)**

**314-291-1012**