

Want to Contact Ross?

Call or Write: Deia Starr Rank rank@SpeakerExchangeAgency.com (913)-905-9435



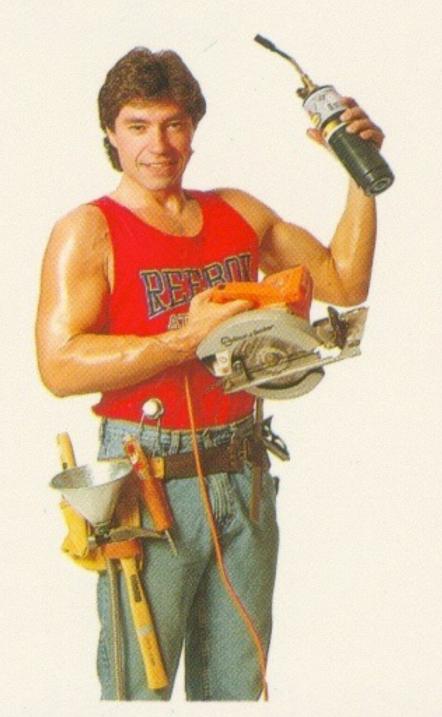
Rotte Trends Others Can't See

COOK-LIKE-A-STUD

* 38 lip smackin' meals men can prepare in the garage ... using their own tools!

JEFF "THE FRUGAL GOURMET" SMITH

Ross Shafer











SEAFOOD & STEAKS

Preferred Guest | Purchase Gift Cards | Careers | Contact Us

RESERVATIONS

LOCATIONS

MENUS

GIFT CARDS

BANQUETS & MEETINGS

ABOUT US

Restaurant Home

Make A Reservation

Map & Directions

Hours of Operation

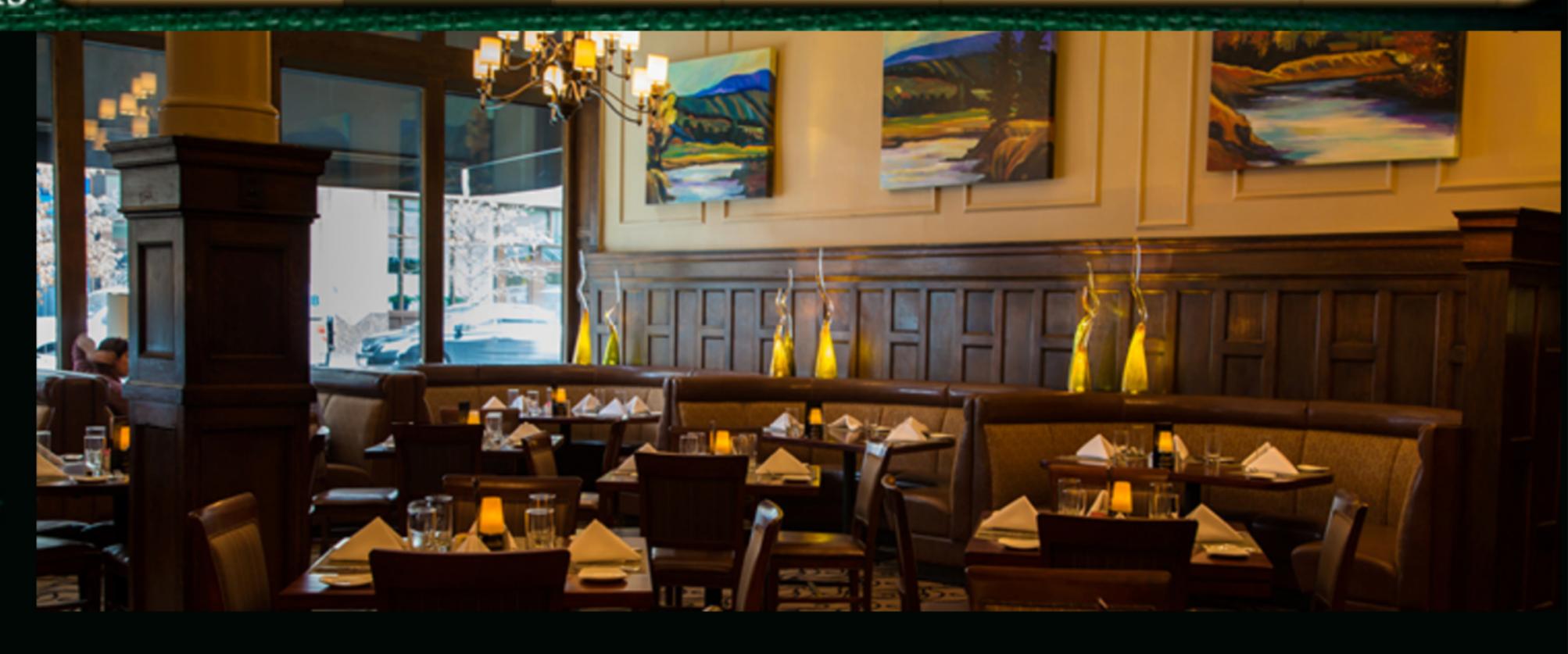
Menus

Corporate Events / Banquets

Calendar

In the Neighborhood

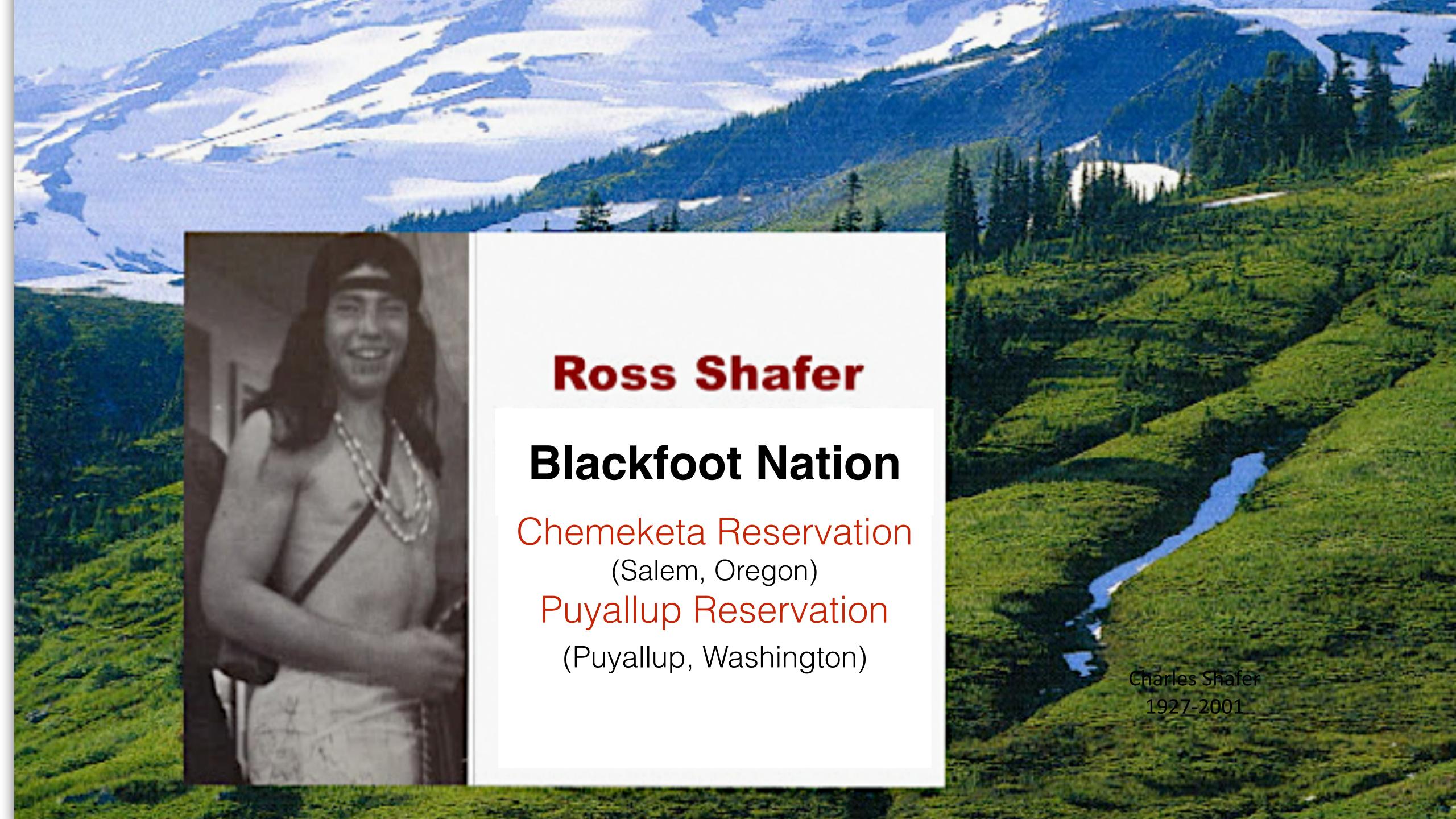
All Denver, CO Locations
View All Locations

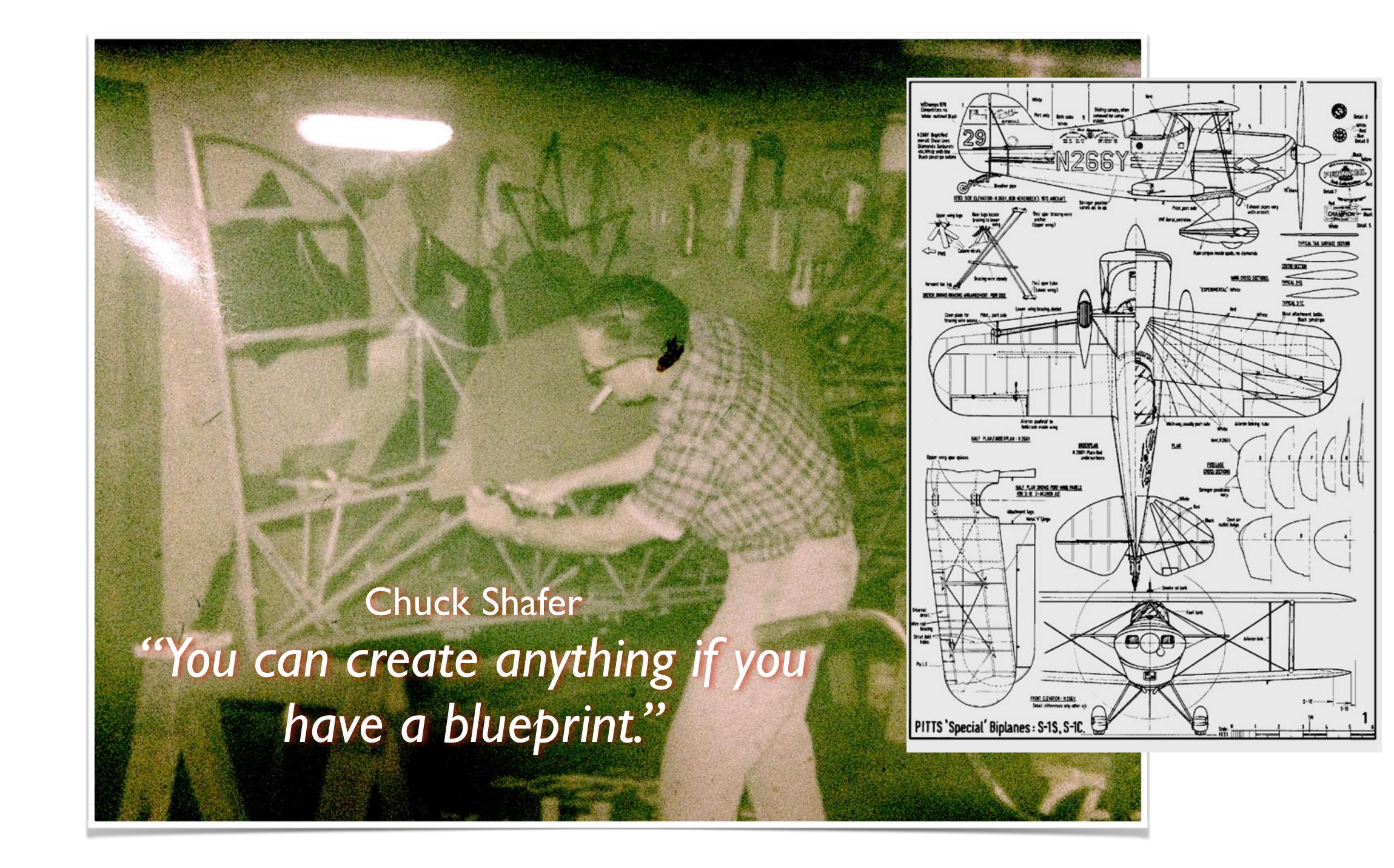






Curate Everything Moure Learned







"Success is not about who you know... it's about who knows YOU."

CHUCK SHAFER

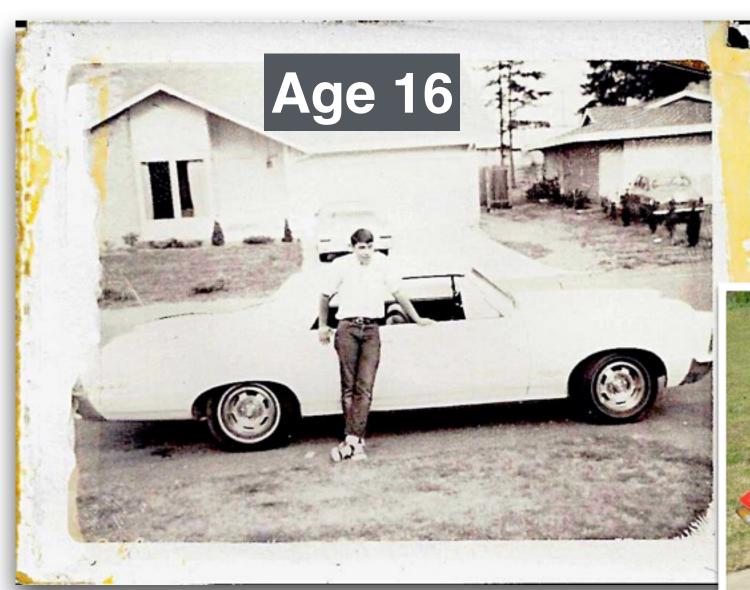
























UNITED STATES BANKRUPTCY COURT

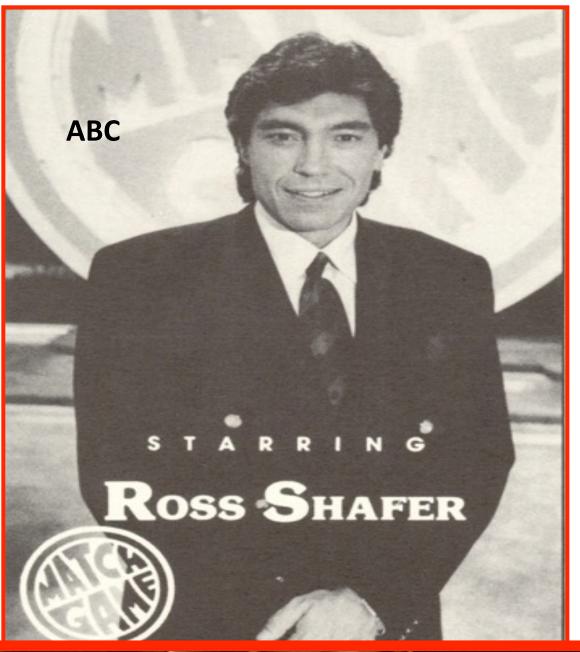
Western District of Washington

Honorable Brian D. Lynch, Chief Judge | Mark L. Hatcher, Clerk of Court

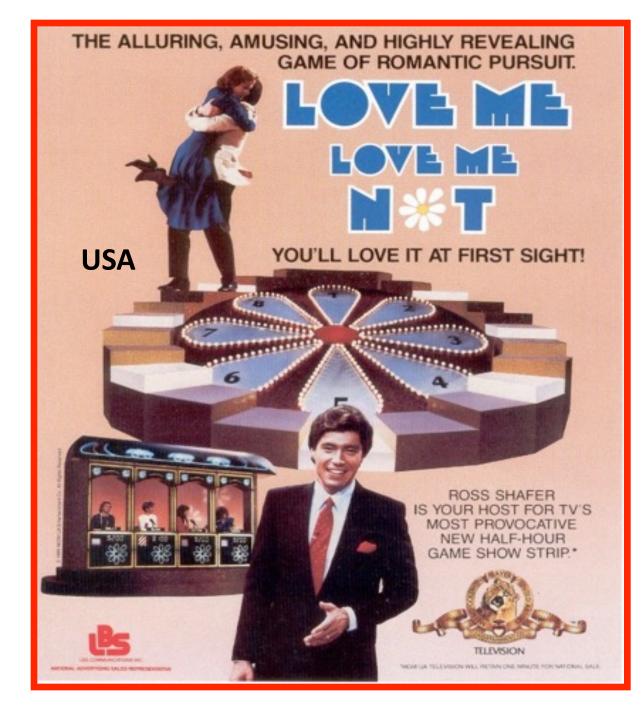


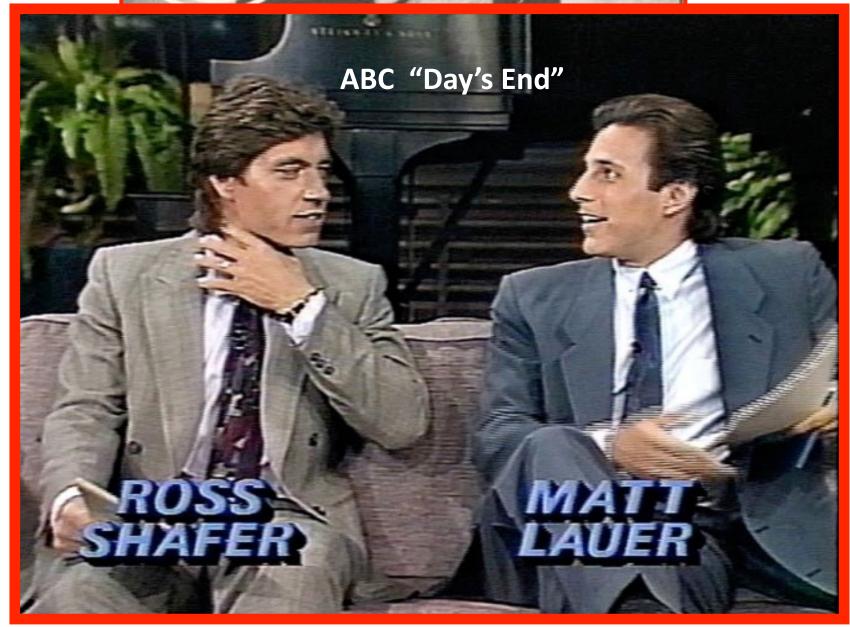






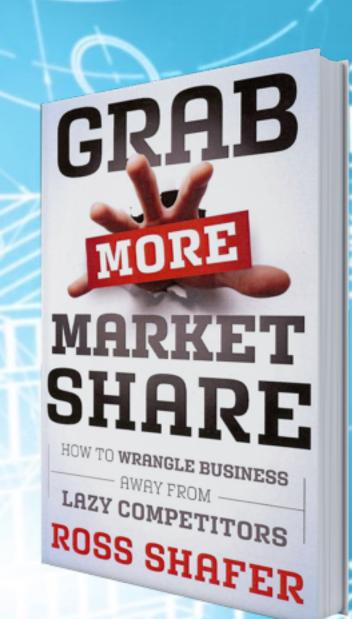


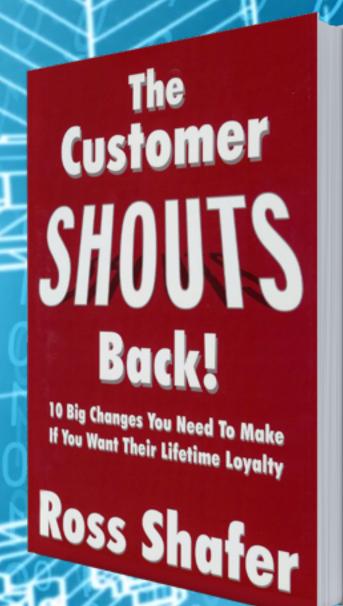


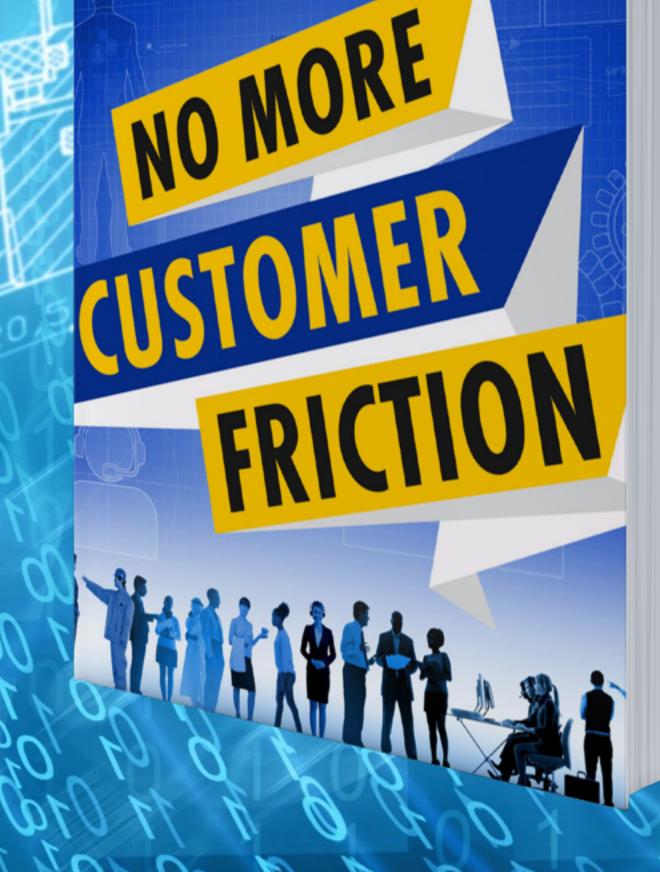








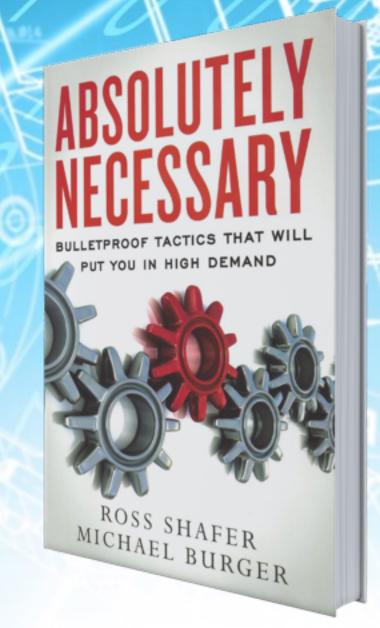


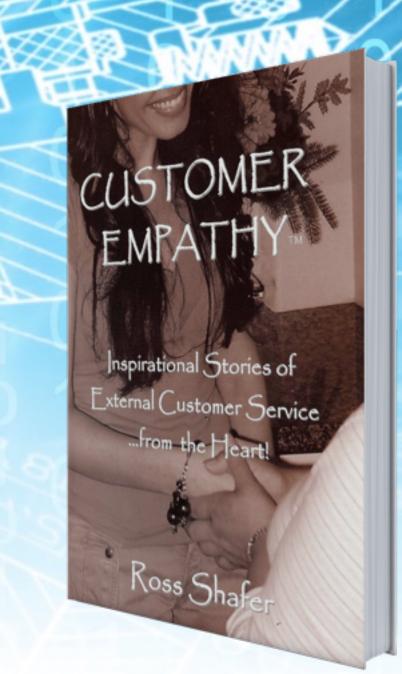


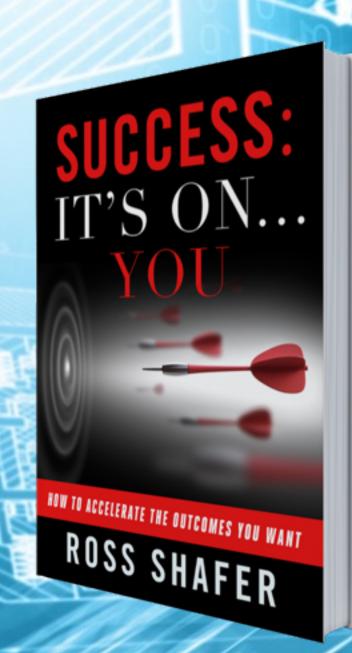
ROSSSHAFER

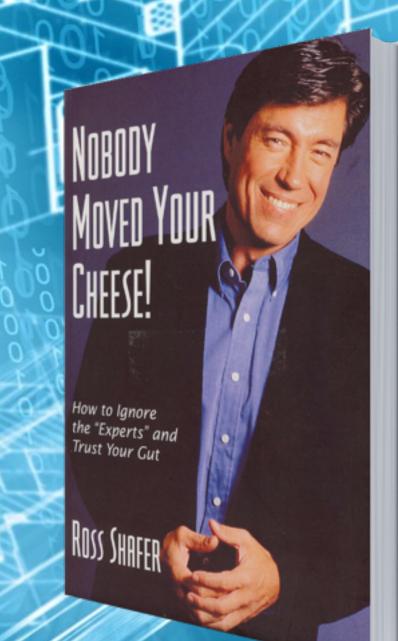
A BOLD BLUEPRINT FOR

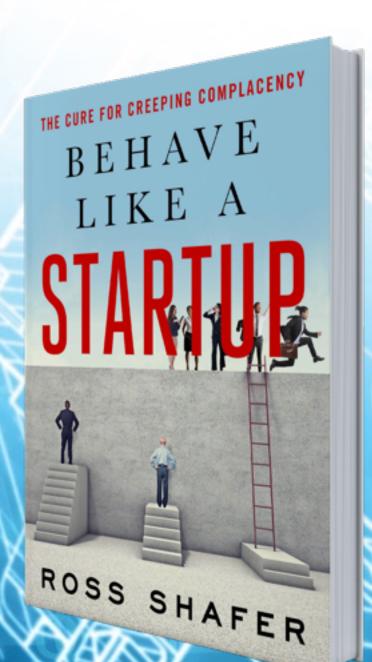
RAISING CUSTOMER SCORES

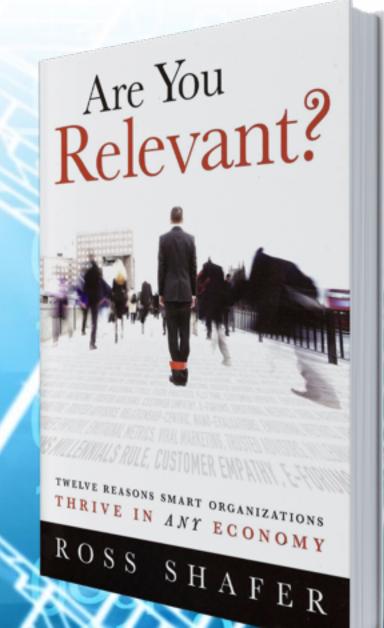














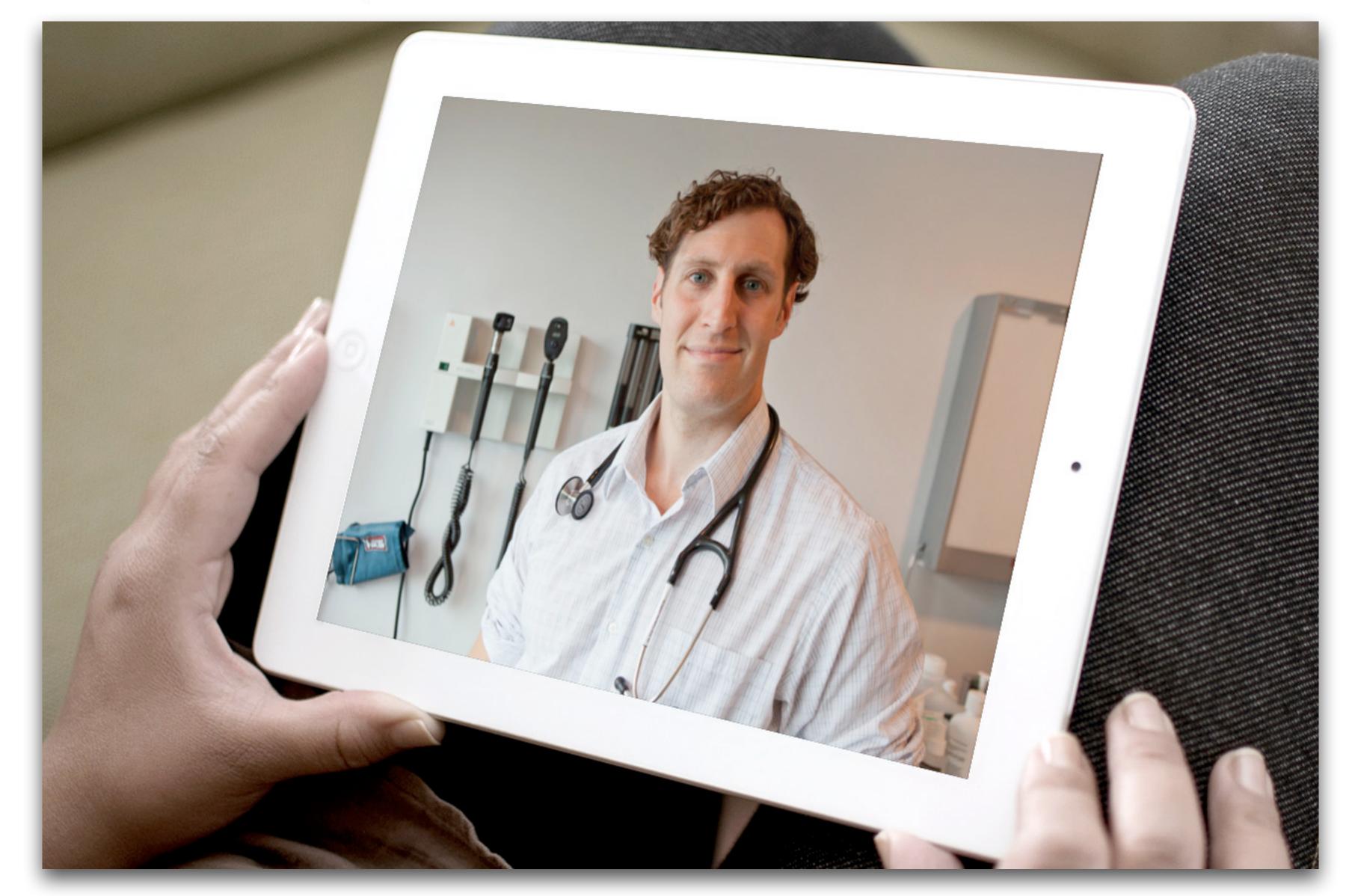




American Well Teladoc



Virtual Care, Anywhere.



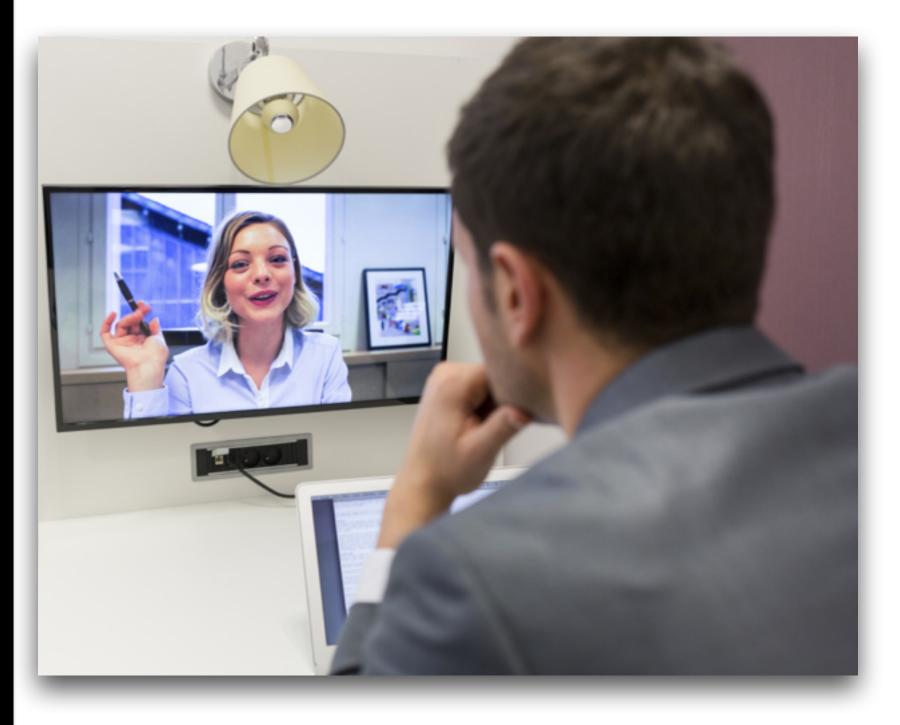
1,500,000+ patients love "Virtual" Doctors

PREVENTS MISCOMMUNICATION

AVAILABLE 24/7

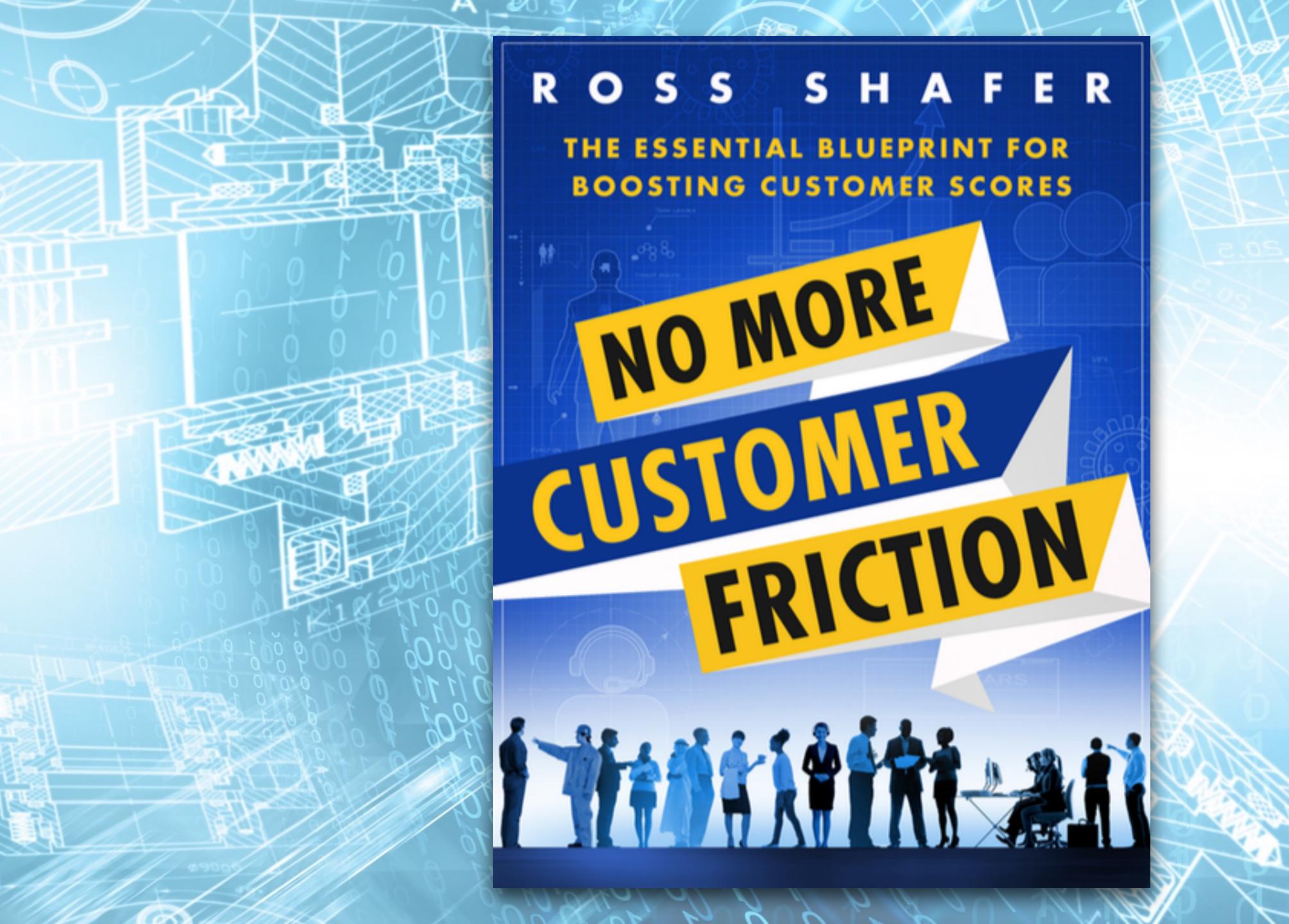
ADDS URGENCY





VIDEO CONSULTATION













a Mau!







whatever • wherever



for outstanding customer service...



CSAT (Customer SATisfaction)



"Determine what customers want and deliver that. You don't necessarily have to exceed expectations.

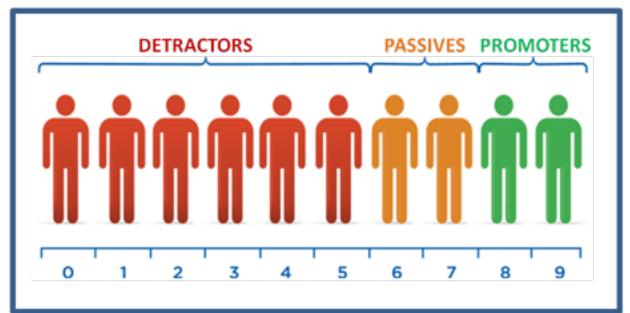
The bigger risk to loyalty is when you fail or disappoint them."



CES (Customer Effort Scoring)

"Service organizations create loyal customers primarily by reducing customer effort— NOT by delighting them in service interactions."



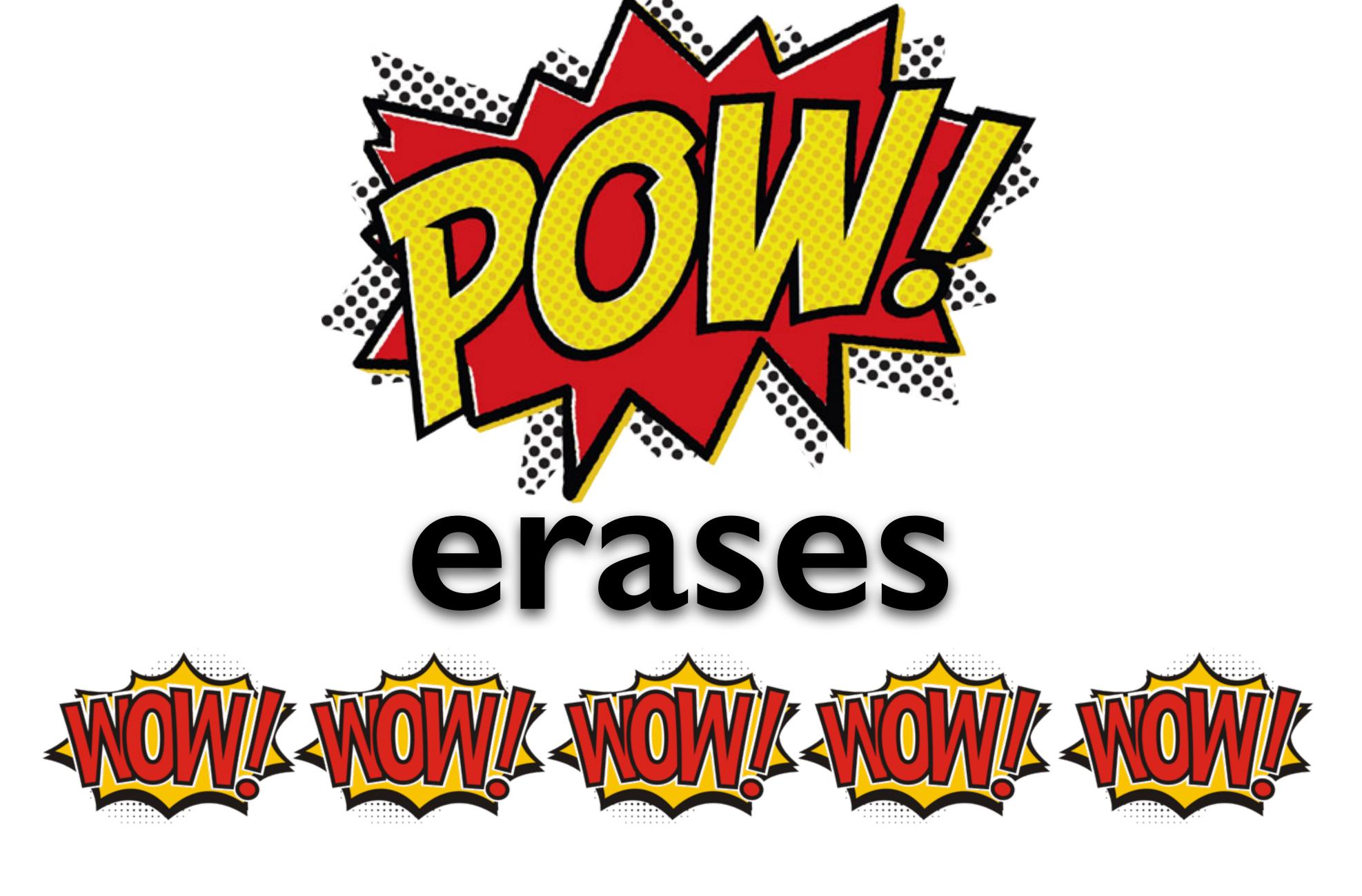


"While we want scores of (9) and (10)...scores of (6 and below) give us a vivid snapshot of our failings. We learn far more from customer complaints than we do from their compliments."

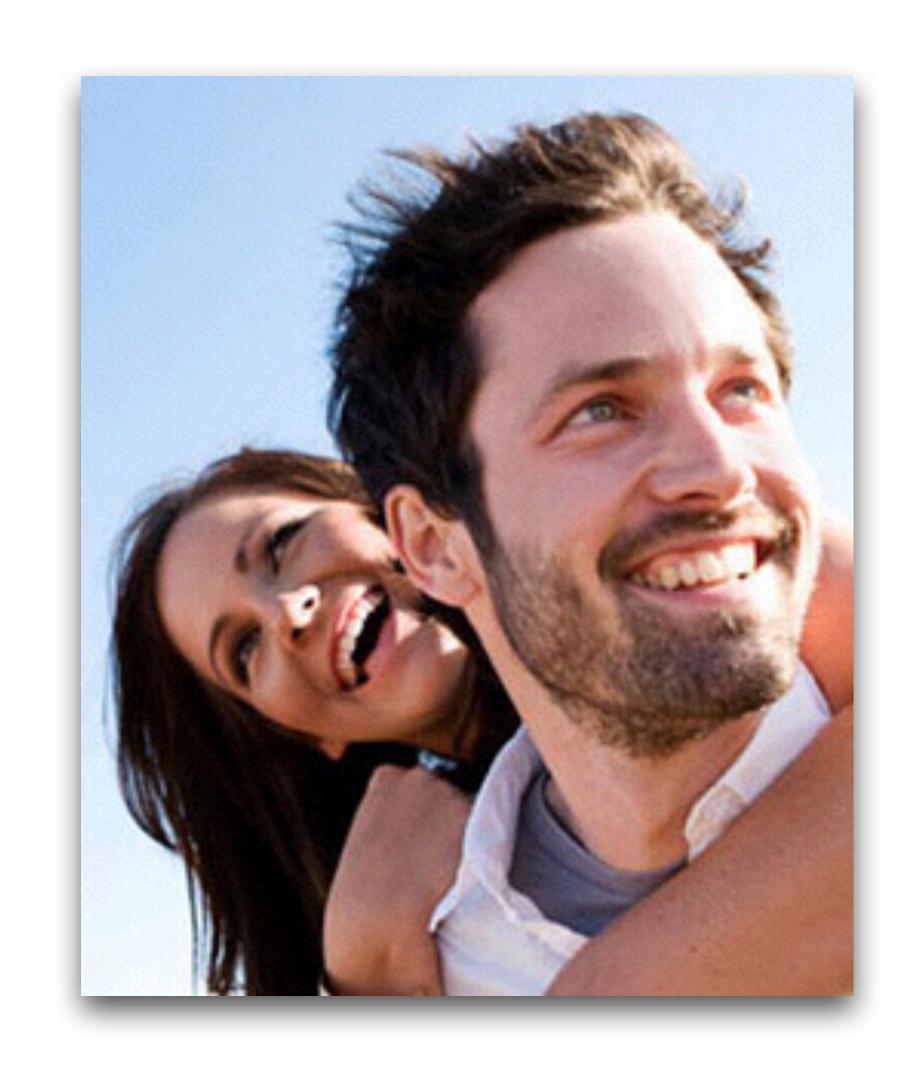




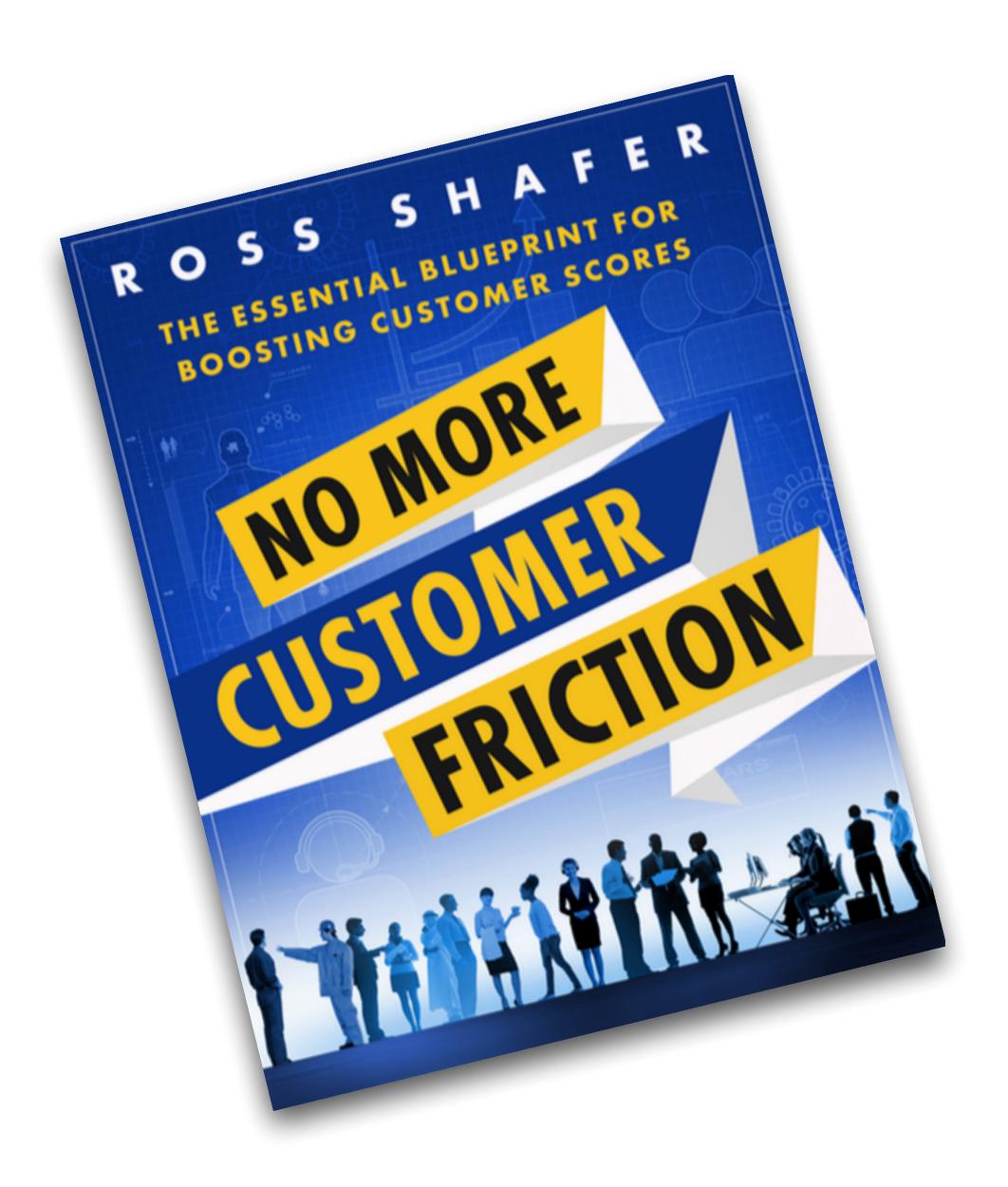




sources: The Customer Shouts Back - Ross Shafer Consultants, Inc. 'wow survey' 2016



Makes you laugh. KISSES YOUR FOREHEAD says he's sorry. makes an effort. HOLDS YOUR HAND. WORKS HARD attempts to understand you.



System



Complaints led to losing 1,000,000m subscribers in just one quarter.



They fixed ALL processes. <u>Billing</u>. <u>Call Centers</u>. <u>Installs</u>.

Comcast is #1 in customer sign-ups & retention.



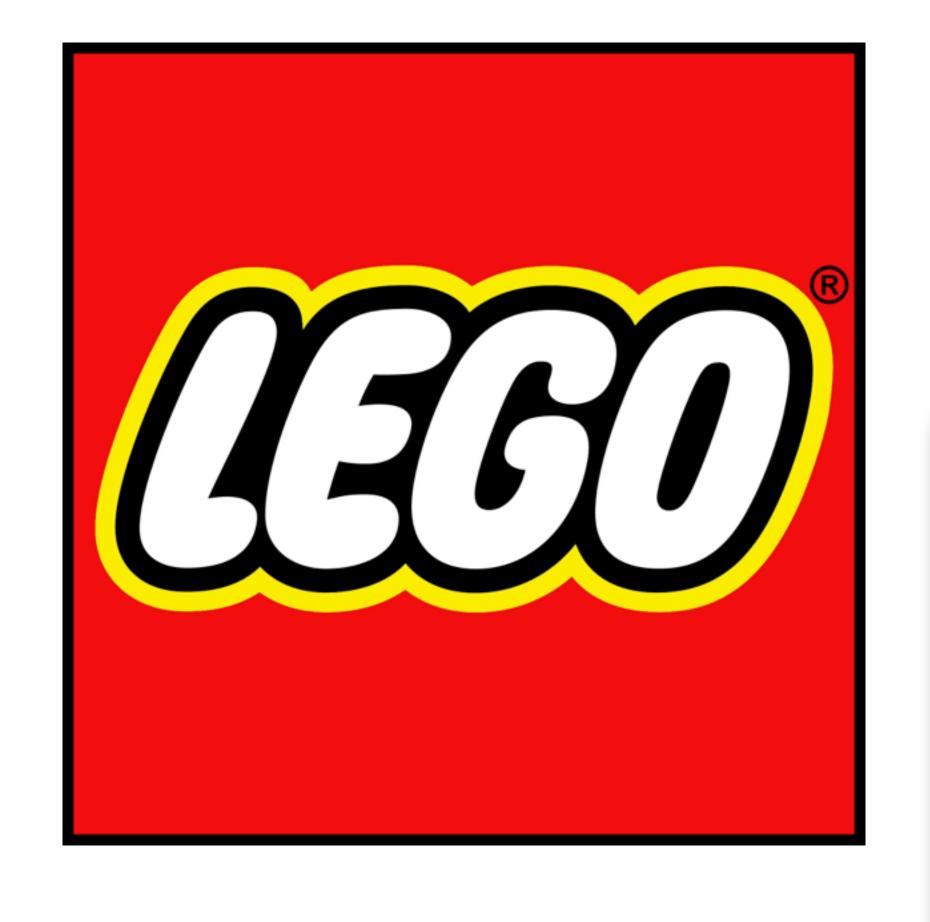
10 yrs ago, on the verge of bankruptcy, customers complained the toys were boring & prices were too high.



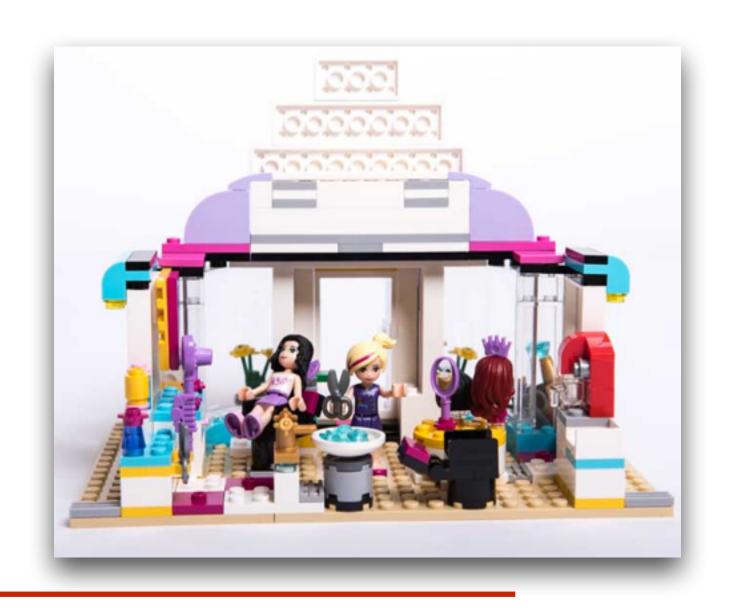






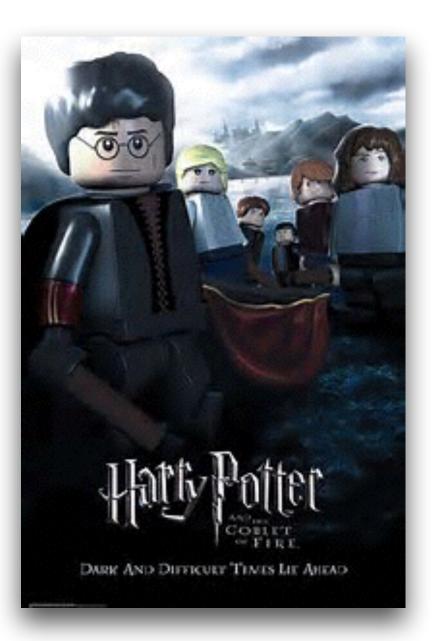












LEGO IS NOW THE BIGGEST TOY COMPANY ON THE PLANET



Highest # of complaints meant they were Last Place in their industry re: Customer Experience

Westar Energy®

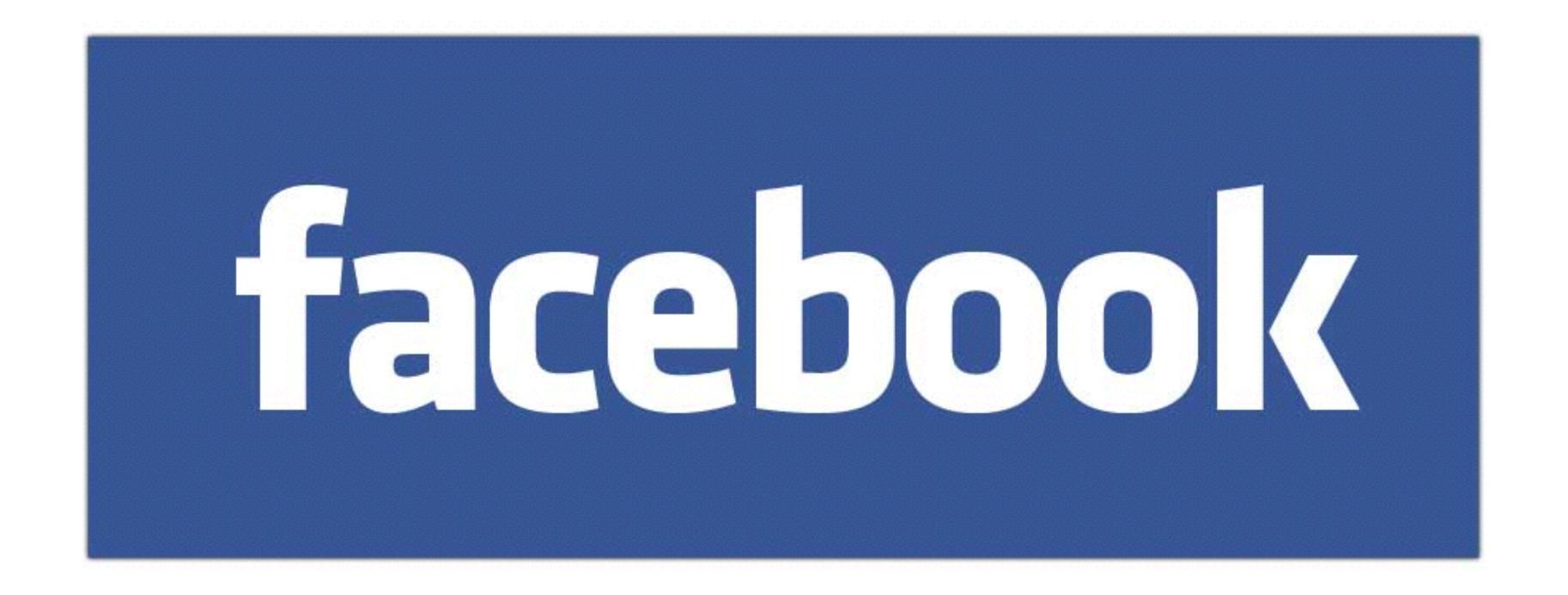
By coaching Linemen, Meter Teams, Call Centers, Admin, & Designers. We <u>empowered instant fixes</u>.

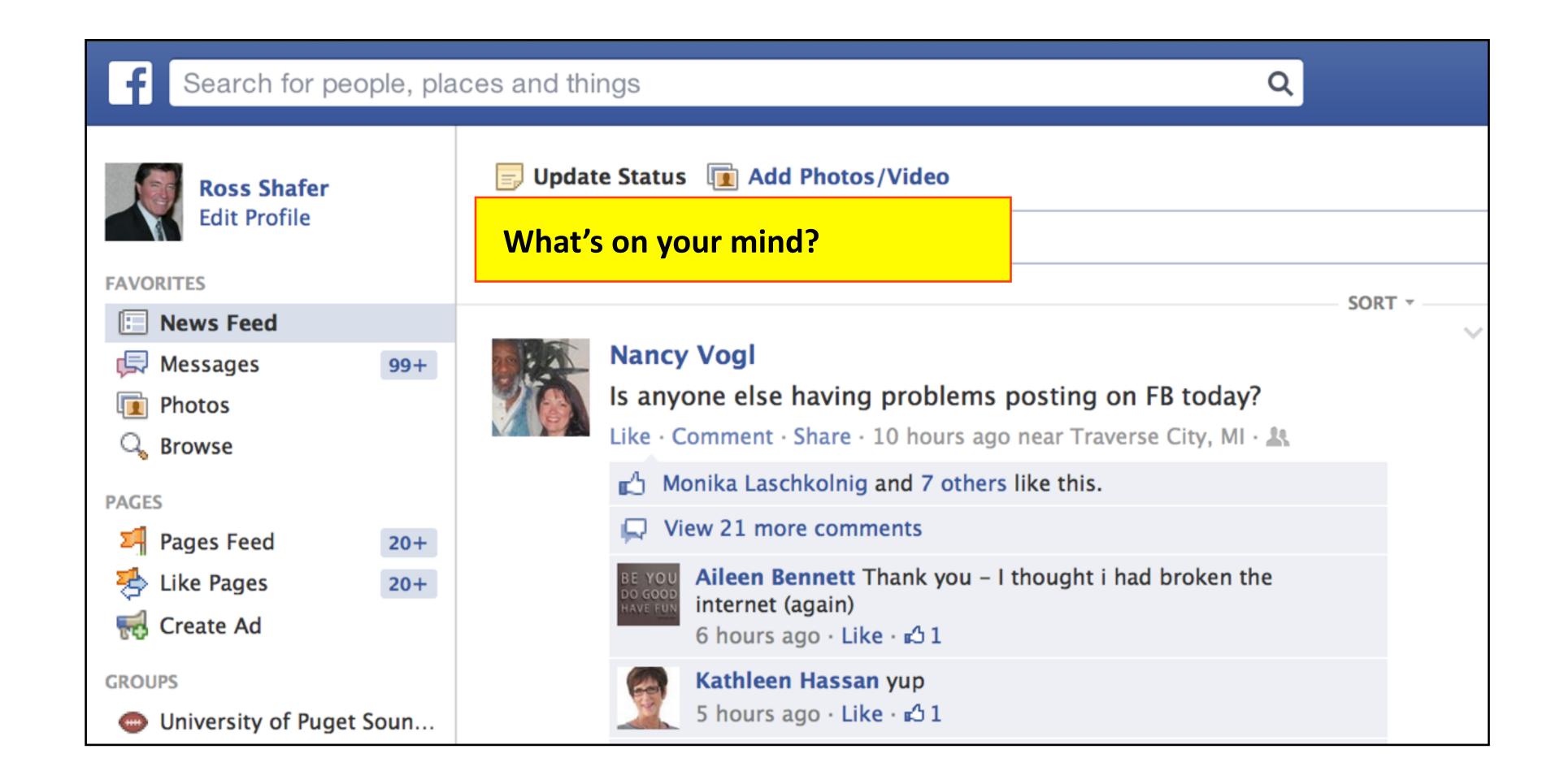
In 90 days, their <u>J.D. Power scores rose 21 Points</u>. Now, <u>#1 in their industry</u>.





The Intentional Genius of Facebook







"48% of employers are dissatisfied with the oral communications skills of college students."

How to Attract Retain Young Reople

Millennials Will be 40yrs old in 2 years!



ADYOCATE



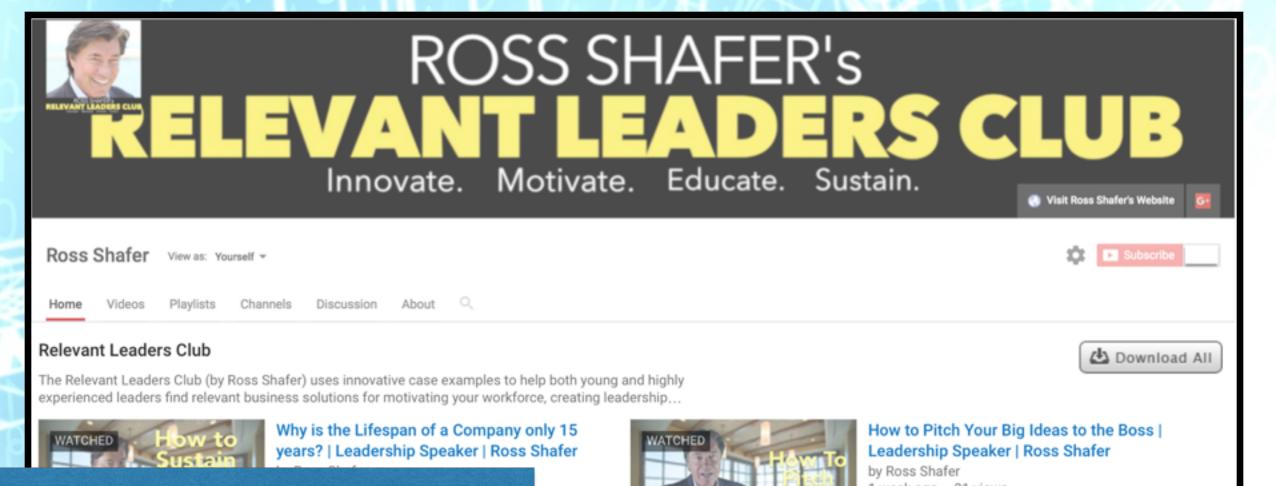
Company founded 2011 Sold in 2016 to Unilever for \$1Billion



Mana Court Eine ujerstars... Expost Then

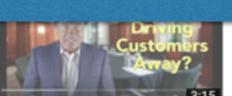


GET MY FREE RESOURCES You Told



Leadership

Leadership Video Blog



2 weeks ago • 54 views

Are you indirectly driving customers away...and you don't have any clue you're doing it? Ross Shafer gives,,



How Can Leaders Make Better Decisions? Leadership Speaker | Ross Shafer

by Ross Shafer

1 month ago · 85 views

Leaders are paid to make good decisions over and over. This video by Ross Shafer will give leaders a repeatab...



week ago • 31 views

In this short clip, leadership speaker and author, Ross Shafer, reveals his surefire Five-Step process for...



Should You Change Your "Leadership" Persona? | Leadership speaker | Ross Shafer

by Ross Shafer

3 weeks ago • 68 views

Have you ever wondered if you should change your ersonality when you get a "big" new job? Then you...

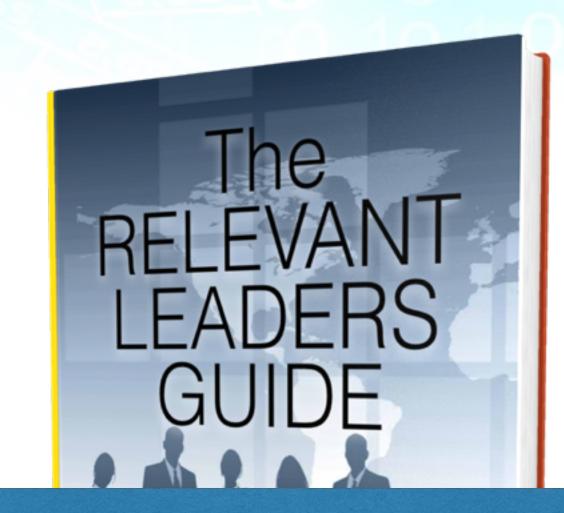


How Can Small Office Financial Advisors Beat The Big Guys? | Leadership Speaker | Ross...

by Ross Shafer

1 month ago • 62 views

This video will inspire smaller office financial planners (and CFPs) re: "How to differentiate your practice." Yo ...

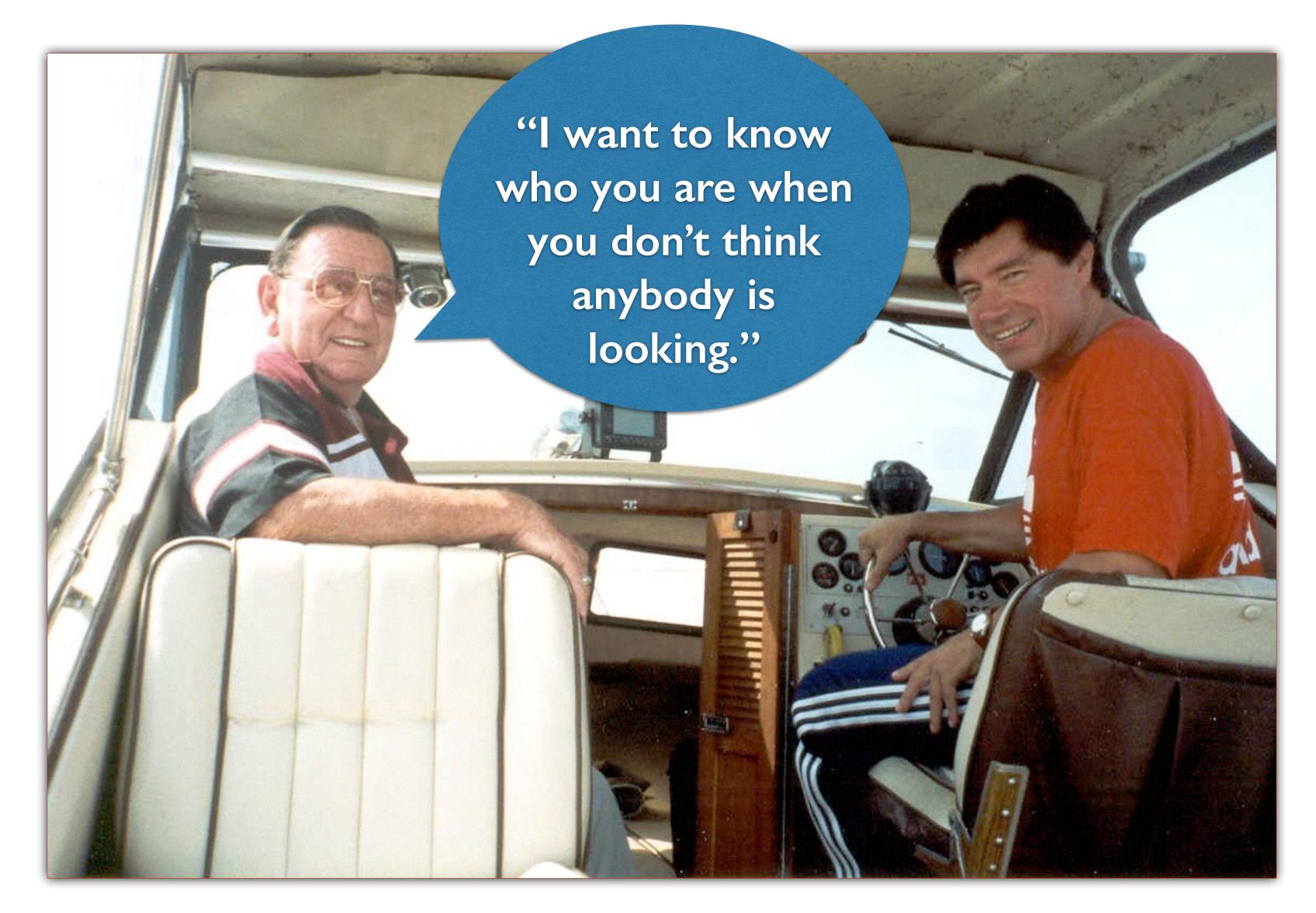


Download My Free e-Book



www.RossShafer.com

Organizations with FIARACTER Last Longer



Chuck Shafer 1927-2001





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