



# Tema Frank

## Customer Success in a Social, High-Tech Era

frankreactions.com

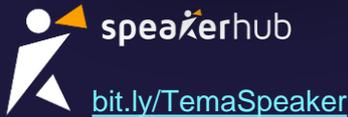
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*Her presentation was fantastic ... engaging... got them interacting... Highly recommend her!*

*- Kendall Franklin, Marketing & Conference Manager, Canadian Home Builders Association.*



## Speaking Topics

### Secrets of the Customer Experience Path to Profits

Unhappy customers can kill your business with a single tweet. Happy ones create stellar success. Using the 3P principles outlined in her bestselling book, *PeopleShock*, and stories from over 150 business leaders, Tema inspires audiences while showing them how to win customers for life.

### People Power: Blending People & Technology for Customer Success

Companies need automation to succeed today, but that means the small amount left for human to human contact is ever more important. Tema helps audiences learn to embrace technology while strengthening bonds among team members and with customers.

### Supervising for Success

The main reason people quit or underperform is bad supervisors. But management jobs don't come with a training manual. This talk and/or workshop helps new managers succeed.

## Bio

### Customer Experience Pioneer

Author of bestseller and Book of the Year Award finalist, *PeopleShock: The Path to Profits When Customers Rule*, Tema put up her 1st website in 1995, launched the world's first omnichannel customer service testing company in 2001, recruited 75,000 mystery shoppers worldwide using social media tactics before social media existed, and started podcasting about customer experience in 2012.

Tema Frank is a favorite presenter with audiences and event organizers in North America, Europe and Africa.

### As seen in:



THE WALL STREET JOURNAL.



### Offerings and rates

#### 1 hour workshop

*Hands on with your people, solving their actual challenges.*

\$1,500 - \$5,000

#### Keynote address

*Leaves the audience inspired & eager to implement fresh ideas!*

\$3,000 - \$10,000

#### Half day seminar

*Interactive & designed just for you, delivered at your location.*

\$5,000 - \$12,000

#### Full day seminar

*Fully customized, in-depth & interactive - at your location.*

\$10,000 - \$20,000