



**John DiJulius** is redefining customer service in corporate America today. He didn't read the books on customer service, he wrote them: *Secret Service*, *Hidden Systems That Deliver Unforgettable Customer Service*, *What's The Secret? To Being a World Class Customer Service Organization*, *The Customer Service Revolution*, *The Best Customer Service Quotes Ever Said* and his newest book *The Relationship Economy*. One of the most captivating and charismatic speakers today, John's keynotes and workshops are used by world-class service companies to provide unforgettable customer service every day. In his high-energy presentations, he uses powerful visuals as he discusses the 10 commandments of customer service and explains how to improve the service aptitude of employees at all levels. As the authority on world-class customer experience, organizations across America use his philosophies and systems for creating world-class service. He has worked with companies such as The Ritz-Carlton, Lexus, Starbucks, Nordstrom, Panera Bread, Nestle, Marriott Hotel, PWC, National City Bank, Cheesecake Factory, Progressive Insurance, Harley Davidson, State Farm, Chick-fil-A, and many more, to help them continue to raise the bar and set the standard in service that consistently exceeds customer expectations.

John isn't just talking about it, he lives it, as a very successful entrepreneur of three businesses: The DiJulius Group, a customer experience consulting firm that uses the X Commandment methodology to help clients provide a World-Class Customer experience; John Robert's Spa, a chain of upscale Cleveland locations, repeatedly named one of the top 20 salons in America; and Believe in Dreams, a non profit helping disadvantaged children.

## John DiJulius

### Speech Topics

- Management
- Employee Engagement
- Customer Service
- Customer Experience
- Branding

