



## **Introduction for Sandy Geroux, M.S.**

Our presenter today is a national speaker, trainer and author on the topics of leadership, customer service and employee engagement. She helps her clients find and implement the nuances that create large and small “WOW”s and foster a culture of respect, innovation and exceptional service.

Recipient of numerous sales and business awards, she holds a Masters Degree in Information Systems Management and is a regular contributor to international print and online publications.

Her recent clients include: The World Bank, Shell Exploration & Production Company, Pepsico, McNeil Consumer Healthcare (a division of J&J), Capital One, SnipIts Haircuts for Kids, the U.S. Navy, U.S. Army Corps of Engineers and Kissimmee Utility Authority.

Sandy has helped her clients raise employee engagement, improve customer service, increase business and even retain multi-million-dollar clients of their own!

Outside the speaking arena, she is a singer and has sung the National Anthem on numerous occasions for 12,000 people at Daytona International Speedway!

She is here today to give us tips and ideas to help us focus on the impact of everyday actions that create exceptional experiences for employees so they create exceptional experiences for customers and turn our workplace into a WOWplace.

Please help me welcome Sandy Geroux!