7th Annual Workshop:
Every Event Tells a Story
Friday, November 20, 2015
Let’s Give Them Something to Talk About
Customer Service is Customer Success

Tim Barrett, CMP
Bold American Events
The mission of Southwest Airlines is dedication to the highest quality of Customer Service delivered with a sense of warmth, friendliness, individual pride, and Company Spirit.
We are committed to provide our Employees a stable work environment with equal opportunity for learning and personal growth. Creativity and innovation are encouraged for improving the effectiveness of Southwest Airlines. Above all, Employees will be provided the same concern, respect, and caring attitude within the organization that they are expected to share externally with every Southwest Customer.
customer service
Customer Service in 5 Easy Steps

1) Listen

2) Be Authentic

3) Be Responsible

4) Deliver

5) Follow Up
100% Principle

1) Own It
2) Confirm
3) Communication
4) Begin to Fix It
5) Involve Others
6) Update
7) Resolve & Tell
8) Follow Up
Full Name: Mr. Barack Obama
Company: United States of America
Job Title: President
File as: Obama, Barack

E-mail: potus@whitehouse.gov
Display as: Barack Obama (potus@whitehouse.gov)
Web page address: Barack Obama (potus@whitehouse.gov)
IM address:

Business: (202) 456-1111
Home:
Business Fax:
Mobile:

Address:
Business: 1600 Pennsylvania Avenue NW
Washington, DC 20500

Notes:

Wife: Michelle

Daughters: Malia & Sasha
Dogs: Bo & Sunny
Likes Basketball
White Sox and Bears fan
Lives with mother-in-law

Date Action
12/1/15 Sent holiday card
8/4/15 Sent signed baseball signed by White Sox players
10/3/15 Sent anniversary card
Golden Rule...Abbreviated

Be nice.
Tim Barrett, CMP
Bold American Events

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