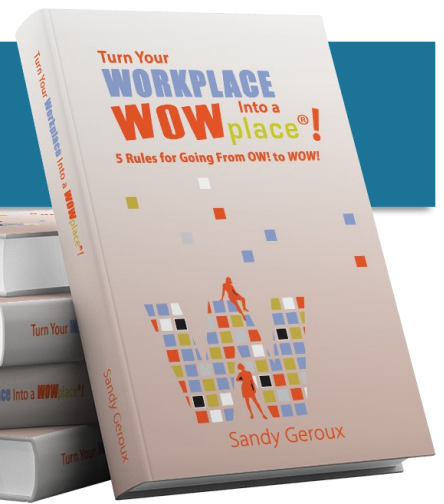


Turn Your Workplace Into a WOWplace!

5 Rules for Going From OW! to WOW!



- Do your employees have to come to work because they make a *paycheck*, or do they love to come to work because they make a *difference*?
- Do your associates bind customers to you or drive them away?
- Do they share new ideas and go the extra mile to find hidden **WOW**'s?
- Do they treat your business as if it were their own, and *your* customers as *their* customers?
- Do your leaders leverage the competitive advantage that exists in the knowledge, creativity, and inspired actions of your team?
- Do your policies empower associates to create **WOW** experiences?
- Do your leaders command respect, rather than trying to demand it?

Are you ready to turn your workplace into a **WOW**place?

Book excerpts available at www.theWOWplace.com



About Sandy:

Sandy Geroux, M.S., is a recognized authority on creating WOW experiences for customers and associates alike. Since 2000, she has spoken to diverse audiences, helping leaders at every level inspire associates and co-workers to eliminate excuses, share their ideas and knowledge and go the extra mile to find the *hidden* WOW's that foster higher levels of customer service and employee engagement.

Inspire your teams!

- Be a more effective and inspiring leader!
- Create a competitive advantage by inspiring associates to share ideas and commit to creating the WOW!



There are places that make you feel good just being there. In every interaction, their people's commitment to excellence and caring is consistently demonstrated through their actions and their words. In other words, it is a WOWplace — and everyone wants to be a part of it.

Consistency, trust, respect, and creativity are all necessary components for creating a WOWplace. In her keynote and training programs, speaker and author Sandy Geroux offers uplifting ideas, illustrative stories, and easy-to-use models that foster innovative and proactive thinking through a set of five WOWplace Rules, that bring to light the nuances and benefits of creating a culture that prizes innovation and rewards WOW moments.

Join Sandy on a journey that will help you transform your employees from those who HAVE to go to work because they make a paycheck into people who LOVE to go to work because they make a difference. Your organization's leaders, associates and customers – not to mention your bottom line – will all reap the benefits of transforming even a great workplace into a WOWplace.

High praise for Sandy's WOWplace keynote and training programs:

It's a real testimonial on your program when months after the event owners are still engaged in implementing the key points you stressed. Not only was your presentation entertaining, it is making a positive difference in our business.

-Jim George, Pres./CEO, The Snip-Its Corporation

I have seen a lot of speakers, and I mean A LOT, so I'm very jaded and make for a tough audience. I thought you were incredibly engaging and the content of your presentation was totally on the money and absolutely relevant, not to mention that there were things one could "take away" and implement right away.

-Jason Lawrence/Sales Mgr, The Medical Concierge

After Kissimmee Utility Authority's managers and supervisors heard Sandy Geroux's presentation on delivering outstanding customer service, they were so impressed they asked that she return to deliver this message to every KUA employee. Sandy complied with our request and exceeded everyone's expectations. Sandy puts everything into it... and she has a lot!

-Jim Welsh/CEO, KUA



Contact Sandy for her speaking availability and volume book discounts.

Sandy's book is available at Amazon.com and in her online store.

Phone: 407-856-1188
E-mail: sandy@thewowplace.com
Website: www.theWOWplace.com
Blog: www.WOWplace.com

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