

Client Comments

General Motors/Mansour Group - Egypt

"I can see how much I can improve with this Leadership Training. I do make many assumptions that my people know our direction and I now see how fragile our communication is for the full success of our company and I vow to you today that I will change this. You have my word that I will take on this responsibility for making certain that my accurate communication flows to my people. I want to say thank you Domenic for this very enlightening exercise and your courage to show me the truth. This has taken me over the top and I feel that this training has far exceeded my expectations..again thank you."

Rajeev Chaba - Managing Director - Cairo, Egypt

HSBC Bank - Egypt

"Domenic was very motivating and had excellent interactions with us. The workshop was so interesting, enabling me to look inside myself in positive ways as well as teach me the selling techniques."

Doaa Ibrahim El Atawy - Head of Operations - Cairo, Egypt

Al Ahram/Heineken - Egypt

"This Leadership training was very effective because the information was really direct and it showed me that I can improve."

Rami Amin- Channel Manager/Trade Marketing - Cairo, Egypt

Vodafone - Egypt

"The diversity of the Communicating for Impact information and how it how you linked it all together was exactly what I needed to get back into communication with my people..thank you Domenic."

Hazem El-Senoussi - Channel Marketing Senior Manager - Cairo, Egypt

Vodafone - Egypt

"Great Exercises and practical tips to apply what I learned."

Mohamed Selim - Support Center Engineer - Cairo, Egypt

Vodafone - Egypt

"Practical, down to earth, can be applied to both business and personal lives."

Hanan A - Travel Management Supervisor - Cairo, Egypt

New England Farm Workers Council

"What I have learned today will definitely help me from today forward. I've never learned so much in one day like I did today about me."

Jenny D. - Regional Team Leader - Holyoke, MA

Northwest Ohio Specialist Cooperative

"Domenic made me very comfortable, kept me engaged, and provided alot of insight with his terrifically positive personality."

Karen B. - General Manager - Toledo, OH

University of Michigan Health System

"One of the best presenters I've experienced. Engaging, responsive, sincere and knowledgable. By his personal examples, he appears to walk the walk"

Lynne N. - Ann Arbor, MI

A.O. Smith

"The best customer service and motivational seminar I've ever attended."

Lynnette M. - Customer Service Rep - Tipp City, OH

A.O. Smith

"The principles I learned today will give me the opportunity to change my life in every area."

Debbie C. - International Sales Coordinator - Tipp City, OH

Bank One

"First of all I would like to say that I really enjoyed the Seminar today. It was much better than I expected. Second thing is to thank you for your great recommendations to practice so that I stop myself from micromanaging my people and give them the space to grow."

Solis P. – Supervisor - Traverse City, MI

Overnite Express

"This seminar was very enjoyable due to the animation of the leader Domenic. He put common sense informative, everyday information to the daily test as a customer service rep. His insight not only applies to the professional challenge but to the personal level we all experience. I thoroughly enjoyed it and am glad I came! Thank you!"

Catherine M. - Customer Care Representative - Irvine, CA

Machinist District 9 Welfare Trust

"This seminar taught me so much how to look at myself and to keep thinking from the human perspective. I can now handle difficult situation in and out of the office with tons of tools to apply to the real-world. I am inspired, confident and so totally willing to deal with trouble customers. Most of all, my loyalty to my organization and internal team has shifted to 100%. Thank you Domenic for opening my eyes.

Paula W. – Secretary to the Administrator – St. Louis, MO

McAllen Produce Terminal Market

"Your advise has not only made my work environment less stressful, it has also helped me have a better relationship with my co-workers. Dealing with difficult people is a day to day challenge for me and the fact that I am now able to identify a person's behavior style has helped me to negotiate and solve problems for everyone's benefit. I strongly encourage others to attend your seminar not only to have a better working environment but to make a better person of them self. Thank you very much Domenic.

Rolando V. – Administrator - McAllen, TX

A.O. Smith

"I was surprised at how much I enjoyed the SuperService course. I thought it would be repetitious of other courses I've taken, it was a pleasant surprise. Thanks for a really fun day."

Jackie R. – Customer Service Rep. - Tipp City, OH

Trespa North America

"Seminar exceeded my expectations. Domenic made me think about many important things in life in general. This was very refreshing and timely."

Jonathon B. - Operations Manager Poway, CA

City of El Centro

"Seminar was great! Not at all what I expected. It was a whole lot more than just customer service."

Patsy R. - Staff Assistant - El Centro, CA

Sierra Pacific Mortgage

"I found Domenic to be very knowledgeable and funny. I feel that I am walking away with valuable knowledge to make changes in my whole life."

Angela O. – Funder - San Diego, CA

Naval Medical Center

"It was a really great seminar. I learned a lot about myself and ways to change my way of looking at things."

Tracy L. - Credentialing Assistant - San Diego, CA

Naval Medical Center

"Today's seminar exceeded my expectations. It was informative about customer service and created positive introspection. This will apply to much more than my work environment. Domenic was excellent. He has a dynamic style that holds your attention. He relates the material to what is going on in every day life."

Randy S. - Patient Relations - San Diego, CA

Axxora

"The seminar was very thought provocative. Domenic was awesome."

Nicole R. - Customer Service Representative - Carlsbad, CA

Home Controls

"Domenic brought an insightful approach to presenting customer service as a one world-one people idea. Very inspiring!"

Randy A. - Customer Service Supervisor - San Diego, CA

Moreno Valley Unified School District

"This was a very good seminar. It made me aware of my problems and how to improve. I learned a lot and will definitely recommend it to others."

Leila B. – Clerk - Moreno, CA

Bank One

"First of all I would like to say that I really enjoyed the Seminar today. It was much better than I expected. Second thing is to thank you for your great recommendations to practice so that I stop myself from micromanaging my people and give them the space to grow."

Kim G. – Customer Service Rep - Tipp City, OH

A.O. Smith

"The SuperService course was outstanding and I feel that it should be a company wide requirement for everyone."

Kim G. – Customer Service Rep - Tipp City, OH

Sierra Pacific Mortgage

"This seminar exceeded my expectations. We discussed self-confidence and how it relates to the customer. Domenic is a very charismatic speaker/presenter. He definitely keeps the audience engaged in the subject matter."

Debra O. - Account Executive San Diego, CA

Suburban Water Systems

"This seminar gave me ways to improve myself and my customer service skills. Domenic, you're great!! Your class was very interesting and you kept it real easy to relate to life. You are quite the entertainer. Thank you!"

Rolshun M. - Senior CSR - West Covina, CA

Fitzgerald's Hotel

"I learned ways to build my self-esteem. This seminar was mostly about that. I learned that if I have great self-esteem, it will show in my relationships with others."

Sheryl A. - Assistant Manager - Las Vegas, NV

Allied Building Corporation

"This seminar reinforced the need for my entire team to participate in this seminar. It stressed the importance to understand myself and my attitude over the "dining for dollars" format. This was VERY beneficial."

David S. - Sr. Strategic Risk Manager - Henderson, NV

Woman's Specialty Care

"Domenic shed a different perspective on customer service. I never realized that customer service started with me internally. I had a great problem with what other people felt about me but I learned today to really care about people."

Shannon B. - Office Manager - Las Vegas, NV

Nevada Legal Services

"Great 2-hour introduction on being in charge of my inner voice. This seminar has truly helped me in my profession and every day life. Thank you Domenic!"

Julie D. - Public Information Representative - Las Vegas, NV

Cedar City Corporation

"Seminar surpassed my expectations. I thoroughly enjoyed the subject matter and how it was presented. I learned a great deal that will help me in my career as well as my personal life."

Kristen P. - Billing Agent - Cedar City, UT

Cedar City Corporation

"Showed me that customer service isn't so much about the customer, but how I deal with them. I was expecting to learn how to "deal" with customers but learned that I really just need to work on bettering myself and my understanding of others. Domenic, you gave me an expanded perspective to think about."

Megan G. – Receptionist - Cedar City, UT

State Bank of Utah

"I was looking for customer service from a non-traditional perspective. The seminar provided just that. It was great and insightful and was just what I was looking for. Great material I will share with others."

Richard E. - Training Director - Cedar City, UT

The Drake Institute

"Domenic was amazing! His passion is contagious. He is one of the best seminar leaders I have ever seen. He expressed the concepts very well."

Lisa M. - Clinical Administrator - Vista, CA

Thoro Packaging

"I came into this with the thought that it was going to be somewhat useless (been to these before) but, I was extremely satisfied because it could be applied to my personal life as well as my professional career. Domenic was interactive and funny. I learned that customer service comes from within, not who I work for or the industry I am in."

Kathy M. – Customer Service Representative - Corone, CA

Mor Escrow

"This seminar was very informative with very useful, real and practical tools. Domenic is a powerful speaker and had me think outside my comfort zone."

Jennifer K. - Escrow Assistant - Huntington Beach, CA

First American Title Insurance

"This seminar was presented in a way that I know with commitment and practice, that I will become an effective leader. I now have the right tools to take back and I know the direction I must go. Thank you Domenic for your honesty and encouragement. It is nice to know that I don't have to become a task master and can still incorporate my personality, have fun, learn and lead."

Virginia B. - Front Office Manager - Flint, MI

City of Roanoke

"This seminar exceeded my expectations. I expected the seminar to be boring and to be nothing I would be interested in. I was so wrong. Domenic used lots of relevant information to real life and was extremely good at keeping the attention of the audience. Extremely informative! Thank you Domenic!"

Carolyn S. - Customer Service Supervisor - Roanoke, VA

Christina Clinic

"This seminar exceeded my expectations. Topics were excellent, understandable and related material in practical ways. I felt motivated when I left."

Chris C. – Owner - Minneapolis, MN

Bigos Property Management

"Helped me make the connection that self-esteem and attitude are culprits of job dissatisfaction which leads to poor customer service. I now know that I can choose my attitude."

Sandy S. - Assistant Property Manager - Edina, MN

MCN

"After attending this seminar, I will view myself as a person and to make changes so that I am more up-beat and outgoing. I will be positive, cheerful and helpful. I will choose a better attitude towards me and all the people in my life."

Paula P. - Medical Legal Clerk - Gold Valley, MN

Piper Jaffray Real Estate

"This seminar was very informative and useful. I thought it was the best seminar because of the examples and great presentation! I know my job will improve because of it. I especially enjoyed hearing about the different personalities, work styles and self-esteem. My coworkers and I came away both informed and entertained!"

Tina H. – Receptionist - Minneapolis, MN

North Star Resource Group

"This seminar has taught me to look at the big picture of my life. One quote that is really sticking with me is "The job is not as big as my life". Wonderful information! Very informative!"

Andrea M. - Life and Health Professor - Minneapolis, MN

Piper Jaffray Real Estate

"I loved Domenic's sense of humor and use of personal examples of situations in his personal life. He is an entertaining presenter with loads of practical information I can apply to my job. I particularly enjoyed the sections on assertiveness and personalities."

Linda H. – Receptionist - Minneapolis, MN

SIA Abrasives

"Domenic was very engaging and made the seminar fun and fast paced. I loved the non-traditional information which made it extremely interesting and gave me helpful insight into the psychology of sales and customer service."

Laure L. – CSP - Anoka, MN

DeZinnia

"As a supervisor it provided me with a number of resources to perform my job more efficiently and to help me understand at a deep level how to work with my employees."

Susan B. - Supervisor/Designer - Saint Paul, MN

Kroll Ontrack

"I enjoyed the self-improvement focus of this seminar as these are things that can be used for all situations. Very Good! Much better than the last customer service seminar I attended a year ago by your competitor."

Scott G. – Manager - Eden Prairie, MN

ABC Metals

"Thank you for really putting yourself into it when you taught the class I attended and for sharing your personal experiences. I just wanted to let you know how what you do really does make a difference to other peoples lives in giving them hope and tools to use."

Edie T. - Line Manager - Logansport, IN

EMC Insurance

"I had a great time at this seminar! It was very interesting and I learned quite a lot. I have already used one of your

motivation techniques on my employees! I went over a few things that I learned from the seminar with my two girls such as, passive and aggressive people, catch people doing something right and then tell them. I also gave them "homework" to complete so I can get to know them better. I am having them write down what motivates them as well as their goals both professional and personal for the next five years."

Jana C. - Office Manager - Lansing, MI

Hazelden Center For Youth and Families

"I would like to tell you that I have attended a few seminars in the past and how fast and enjoyable the day went with this seminar."

Sue T. - Medical Record Information - Center City, MN

BT Communications

"I was blown away by your seminar. Thank you!"

Candice M. - Customer Service Supervisor - Evansville, IN

Indiana Health Center

"I feel I can use this to help my staff here at the clinic, both at work and at home and in life in general. Thank you for your splendid presentation."

Terry F. – Counselor - Marion, IN

Center for Behavioral Health

"I've had several opportunities now to use the approaches you shared with us and I'm finding it to be very helpful when communicating with others."

Michelle S. - Clinical Support Services Manager - Bloomington, IN

Bloomfield State Bank

"I wanted to tell you that I really enjoyed your presentation. To me, your concepts of cause vs. influence were one of the most useful aspects of the seminar. I will put them to use everyday."

Mark B. – President - Bloomington, IN

Bloomfield State Bank

"I just wanted to thank you for one of the best seminars I have been to. I really received a lot from it."

Dottie M. - VP of Marketing - Bloomington, IN

Cinda Vote Design Group

"Thank you so much for yesterday's seminar. I learned a lot about myself, my co-workers and especially my staff."

Jen K. - Director of Training - Bloomington, IN

Indiana American Water

"I want to thank you for the opportunity to listen to you speak Monday in Evansville. The information you presented was very beneficial. I am confident that I have taken with me some valuable tools to use in the future."

Michael M. - Production Manager - Evansville, IN

Town of Glenview

"I was part of your seminar in Glens Falls on Friday, October 14th and I just wanted to take a moment to thank you for being an excellent speaker/instructor!!! I have 6000+ revolving accounts for the Water and Sewer Department at the Town of Glenville and on occasion, I do have to deal with people that are not exactly having a great day. The information that you shared with us was priceless!!! I didn't actually realize how useful it was until I got put in an uncomfortable position. Knowing how to handle myself and remembering that no matter how bad that other persons day is, this is my opportunity to possibly make it better for them, if only for a moment. Not only will this help me at work, I already see how much it will help me at home with my children and our very tight schedules, between my husband and I at work, the kids school, sports and social schedules, stressful times will be more manageable."

Cathy V. - Information Processing Specialist - Glenview, NY

EAP of WWS Counties

"I was especially impressed by your detailed explanation of the Personality and Self-Limiting Thoughts among other topics. I now appreciate the deeper aspects of your presentation."

Kelly L. - Office Manager - Glen Falls, NY