

Fee/Services

TRAVEL AND ACCOMMODATIONS

We strive to keep travel costs to a minimum as a courtesy to our clients. Travel costs are prorated between engagements whenever possible. First class or business class airfare is requested on flights of two hours or more. Hotel reservations should be made by the client, guaranteed for late arrival and billed to the master account for the event. Confirmation should be sent to John Tschohl. Expenses billed to the client immediately following the event will include airfare, ground transportation, related meals, and other out-of-pocket expenses. On international trips we charge \$200 to cover all the miscellaneous expenses.

• **KEYNOTE PRESENTATION: \$20,000**

This address will be tailored to the individual needs of the client. Any supporting documentation the client provides will be used to assist in preparation. The client can expect customization, some independent research, specific handouts and possibly a site visit to gain first-hand knowledge of the operations if close to the Twin Cities or an area John Tschohl is visiting.

• **4-hour Seminar: \$25,000**

The presentation will be tailored to the client and their marketplace. Information received on your organization will be read and used appropriately in the presentation. Independent research will be conducted.

• **1-day Seminar: \$30,000**

• **2-day Seminar: \$40,000**

This can be a highly dynamic, in-depth seminar to help you drive the service strategy with your leadership team and employees. The length of time allows discussion with the participants and a very customized presentation.

- **There is no limit to the number of participants in any presentation.**
- **Multiple dates and programs are subject to discounted pricing.**
- **A confirmation deposit is required at the time of contracting.**

PROGRAM MATERIALS

Handout materials, customized to the client for reprinting, are provided at no additional cost. Autographed copies of John's customer service books, *Moving Up*, *Empowerment: A Way of Life*, *Loyal for Life*, which covers service recovery, *Achieving Excellence Through Customer Service*, which focuses on how to drive a service strategy, *e-Service*, *Cashing In: Make More Money, Get a Promotion, and Love Your Job*. His books are available to be purchased in quantity by the organization or by the individual attendees at the close of the session. These practical books focus on service strategy, customer service, empowerment, service recovery, speed and skills and techniques that can reinforce and expand the message communicated during the presentation. All books purchased before or at the event will be autographed and often personally inscribed.

Customer service learning systems, either generic or customized, are also available to reinforce John's strategic customer service message. Service Quality Institute has over 34 different training tools that can be used to build a service culture.

FOLLOW-UP

Videotaping of John's presentation can be licensed. When used properly, this can enhance an event and afford those who were unable to attend the opportunity to become involved. Some of our clients have asked us to submit articles for newsletters or publications preceding or following an event to build the momentum. Post event questions and comments are welcome in our office by telephone or letter. All attendees can be added to John's free strategic customer service newsletter. There is no limit. Can also be used to build attendance and interest. Chapter One of *Moving Up*, *Empowerment: A Way of Life*, *Loyal for Life*, *Achieving Excellence Through Customer Service* can also be emailed to attendees to build interest. We feel this follow-up service is an important part of our service to our clients and participants.