

“ You held true to your reputation and delivered an energetic and informative presentation to our guests! I have had many compliments on the information that you shared as well as the entertainment that you provided. You have a great talent and it shows. Thank you for meeting my expectations...and then some!”

Joell Aguirre
Director of Member Services,
The Growth Association of
Southwestern Illinois

“ Dawn exemplifies true excellence when it comes to customer service. She is very captivating and passionate about changing the service industry into one great company one at a time.”

Hope Reinneck, Assistant V.P.
of Operations, FCB Banks

“ Your remarks triggered ideas that will benefit our company for years to come.”

Debbie Brauer
Business Development/Marketing
Director, Collision Plus Inc.

“ From the time that I contacted you through the end of your presentation, you were a true professional.”

Marietta Miller
Field Service Director, Illinois
Federation of Teachers



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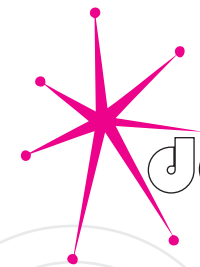


MEMBER
NISA®



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dawnmushill
keynote speaker

keynote speaker * author * trainer * attitude changer

Add Some
WOW!
To Your Events

History of the WOW!

Dawn Mushill has been a public speaker ever since people have listened. She was inspired to become a public speaker because she felt she could assist companies and individuals in setting up expectations and providing solid training on the level of customer service the company or individual would like to achieve. Working in management for 20 years, Dawn gives seminars about customer service and attitude from a new, fresh perspective that her audiences enjoy and understand.

An incredibly flexible and animated speaker, Dawn has spoken to audiences on the radio, television, international radio, to non-profits, for profits, schools, large companies, and small companies. She uses real-life stories and a plan to implement the ideas she presents immediately.

Dawn has also written and published a book, *Customer Service and Beyond: It Is All About the WOW!*, and she is currently working on two more books. She truly has a passion for what she does each and every single day and encourages people to find their passion - their entire lives will change!



Awards & Recognition

- Master of Arts Degree (dual degree) from Webster University
- Bachelor of Science from Southern Illinois University Carbondale
- Associate of Applied Science from Southwestern Illinois College
- Member of National Speakers Association
- DDI Certified Trainer
- AchieveGlobal Certified Trainer
- Key to the City (City of Troy)
- Distinguished Alumni Award (SWIC)
- Generations of Success Award (SWIC)
- Career Mentor of the Year Award (SWIC)



Book and Audiobook Available at Amazon and www.DawnMushill.com.

eBook available from Amazon, iBooks, & other major retailers.

Change Your *Attitude* Change Your *Underwear!*



Motivational wristbands and "Dawn-isms" collectable cups available for purchase.



Topics That WOW!

Dawn Mushill speaks about an array of topics that can benefit you and your corporate staff! Here are some of the topics that Dawn covers:

- Exceeding the Customer's Expectations & More
- Change Your Attitude, Change Your Underwear
- Stressed Is Desserts Spelled Backwards
- Where Do You Find the Time to Manage Time Management?
- Getting Organized - Not Just a Fad
- Loving What You Do Every Single Day
- How to "WOW" Your Next Employer
- Networking Out of Your Corner And Into the Real World
- The Telephone - How It Affects Your Bottom Line!

For more information on specific topics or to book Dawn for your event, please contact Customer Service and Beyond at dawn@customerserviceandbeyond.com.

You can also listen to the The WOW! Show podcast at www.blogtalkradio.com. Just search Dawn Mushill.

Dawn has brought her high-energy keynote speeches and trainings to a wide variety of businesses and organizations such as financial institutions, healthcare providers, retail stores, restaurants, educational facilities, and non-profit organizations. So what are you waiting for? Book Dawn today and have the WOW! come to you!

All of Dawn's training and keynote speeches are customized for your business.