

Some of the clients that Customer Service and Beyond has served:

- ◆ Allison's Comfort Shoes and Boots
- ◆ Alton Memorial Hospital (BJC)
- ◆ Anderson Hospital
- ◆ Barnes-Jewish Hospital/St. Louis (BJC)
- ◆ Barnes-Jewish Hospital/St. Peters (BJC)
- ◆ Barnes-Jewish Hospital/West County (BJC)
- ◆ Boone Hospital Center (BJC)
- ◆ Carrollton High School
- ◆ Central Illinois Community Blood Center
- ◆ Christian Hospital (BJC)
- ◆ Clay County Hospital (BJC)
- ◆ Collision Plus
- ◆ Cope Plastics
- ◆ DeKalb School District
- ◆ ESPW
- ◆ Exactime and Clock
- ◆ Express Personnel
- ◆ Faith in Action
- ◆ First National Bank (all branches)
- ◆ Hawthorne Animal Hospital
- ◆ Hayner Public Library
- ◆ Highland Business and Professional Women
- ◆ Holiday Inn
- ◆ Illinois Bed and Breakfast Association
- ◆ Illinois Business and Professional Women
- ◆ Illinois Federation of Teachers
- ◆ Illinois Municipal Leaders
- ◆ J. W. Terrill
- ◆ Jersey County Hospital
- ◆ Jersey County Business Association
- ◆ Jerseyville National Honor Society
- ◆ Jewel Box
- ◆ Madison County/Administration
- ◆ Maryville Women's Center
- ◆ Memorial Hospital
- ◆ Midwest Tax Group
- ◆ Missouri Baptist Hospital (BJC)
- ◆ Missouri Baptist Hospital/Sullivan (BJC)
- ◆ Moraine Community College
- ◆ National Bank (all branches)
- ◆ North Green High School
- ◆ Olin Community Credit Union
- ◆ Parkland Health Center (BJC)
- ◆ Pizza Man
- ◆ RiverBend Growth Association
- ◆ Seligman Missouri Chamber of Commerce
- ◆ Shell Community Federal Credit Union (all branches)
- ◆ Southwestern Illinois College
- ◆ St. Louis Children's Hospital (BJC)
- ◆ TheBANK of Edwardsville
- ◆ Triad School District
- ◆ Truck Centers
- ◆ Village of Maryville
- ◆ Wisper
- ◆ YMCA CMT

Client comments:

"Dawn Mushill has conducted customer training at JCH on four different occasions and we are booking her for a return trip. She has helped managers, top performers, and under achievers find ways to be more customer friendly. Her approach is practical, interactive, and full of examples. We at Jersey Community Hospital highly recommend Dawn to businesses that would like to be more competitive and customer oriented."

Larry Bear, Administrator, Jersey Community Hospital

Thank you for providing our guests with such an enthusiastic, knowledgeable and entertaining presentation at our FWBW seminar! You kept the attention and interest in our guests throughout your presentation. Your guest participation was great. The way you get your audience into "your" vision is incredible. You left my guests motivated and excited to do their jobs. Thank you. I appreciate the "thought" that went into this presentation and the time, too. It is evident that you are an "expert" on the subject of communication and the impact it has on your customer service.

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



DAWN MUSHILL BIO INFORMATION

Distinguished honors:

- 2009 - Keynote speaker for the Illinois Municipal Leaders Conference
- 2009 - Keynote speaker for the Illinois Bed and Breakfast Conference
- 2009 - Speaker at the "Working Women's Survival Show" at the St. Charles Convention Center
- 2009 - Appeared on "Great Day St. Louis" live on KMOV Channel 4
- 2008 - Appeared on "Passion with a Purpose" on BlogTalkRadio
- 2008 - Published "Customer Service and Beyond ... it is all about the WOW"
- 2008 - Presented the "2008 Distinguished Alumna Award" from Southwestern Illinois College
- 2008 - Presented the "2008 Generations of Success Award" from Southwestern Illinois College
- 2008 - Speaker at the "Working Women's Survival Show" at the St. Charles Convention Center
- 2008 - Keynote speaker for the Illinois Federation of Teachers State Convention
- 2008 - Keynote speaker for the Jerseyville National Honor Society Dinner
- 2008 - Keynote speaker for the RCGA Women's Conference
- 2007 - Keynote speaker for the Illinois Federation of Teachers State Convention
- 2006 - Keynote speaker for the RCGA Women's Conference
- 2005 - Keynote speaker for the Illinois Business and Professional Women's Conference
- 2005 - Keynote speaker for the Madison County Employment and Training Annual Dinner
- 2005 - Presented "Key to the City" (Troy, Illinois)
- 2004 - Keynote speaker for the Phi Beta Lambda State Conference
- 2004 - Presented "Career Mentor of the Year Award" from Southwestern Illinois College

Educational information:

- 1997 Webster University**, Master of Arts Degree (dual degree)
Management and Human Resource Development
- 1994 Southern Illinois University/Carbondale**, Bachelor of Science Degree
Education, Training and Development/Post-Secondary Education
- 1990 Southwestern Illinois College**, Associate of Applied Science Degree
Secretarial Science

AchieveGlobal® Training Certification in both Leadership and Service Difference (2003)

DDI® (Develop Diminsions International) Training Certification (2005)

Excerpt from "Customer Service and Beyond ... it is all about the WOW!"

During a lengthy hospitalization, my Dad was having a problem with persistently low blood pressure. For two nights, we had struggled for it to be over 75. One night the nurse came into his room and said "Mr. Johnson, I just don't know what I am going to do with you. You know, we really need to get this blood pressure up. If we can't, I'm going to have to do something drastic." Everyone in the room froze. She said "If we can't get it any higher, I'm just going to have to show you your hospital bill. I know that will definitely get it up!" We all laughed, even my Dad, and we felt the first sense of relief since he'd been admitted.