

TOP 10

Pandemic Pivot Points

Authenticity. Empathy. Initiative. Beyond “pivot” these are the words of today. Stephanie’s wish to elevate others and let “Service Speak” did not stop in 2020. Determined to continue and collaborate, she found ways to share her craft and buoy up others – colleagues and newcomers, many who were furloughed and on the fence about their future. Leaning on internal resources and reaching across communities, Stephanie says she “swiveled,” sitting in her ZOOM room chair instead of standing and speaking. She designed a plan to produce several series of learning opportunities for service and hospitality professionals. The programs reach a variety of audiences and demographics. In the spirit of inclusiveness, despite social distancing, Stephanie’s style brings people together. ServiceSpeaks is determined to be part of the solution!

SERVICE SPEAKS
Solutions



180-degree turn from in-person workshops and speaking engagements to the ZOOM room.



Extended programs to industries beyond hospitality. Retail, grocery, community agencies ...



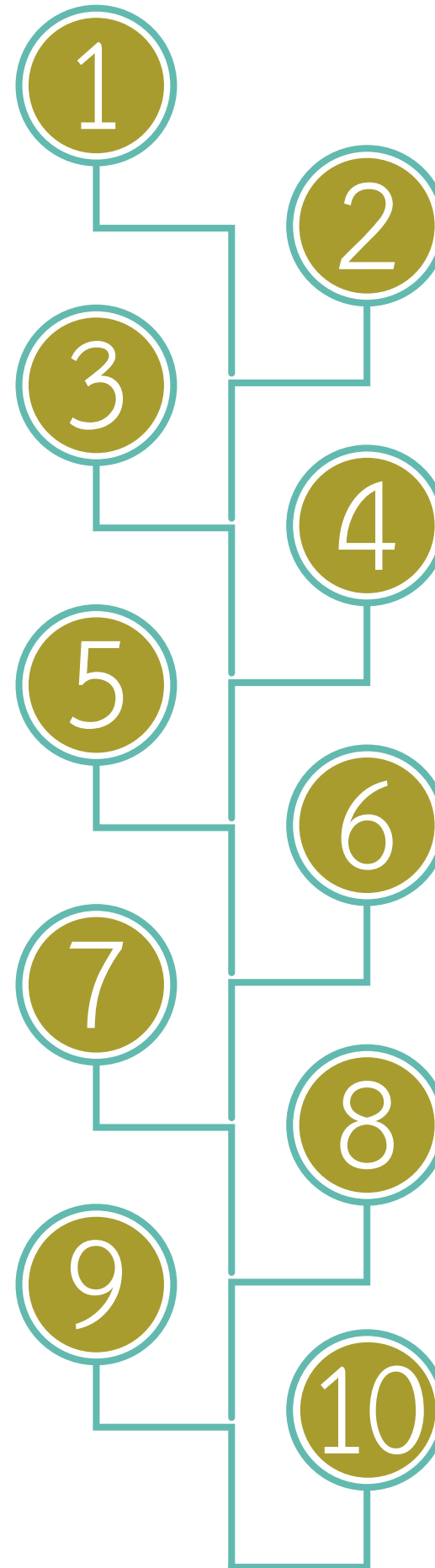
Made certifying customer service professionals the company priority, Certified Guest Service Professional. Sponsored tuition for 55 CGSPs.



Co-created “Octo”, 3-D training tool, locally made + recyclable. Personal-sized training tool for ServiceSpeaks’ participants.



Presented a TED Talk, choosing a nature topic for her 1st TED Talk.



Totally re-branded the website with new content emphasizing Empathy, the word of the year!



Continues customer relations through husband Jeff’s home healthcare agency ~ caregiver emotional support + PPE deliveries.



Virtual Presenter Certification achieved to capably lead virtual sessions.



Authored the quick-read book, “Service Still Speaks: A Constant in a Changing World” illustrating the Customer Experience, more important than ever.



Pursuing a Master of Science in Tourism, University of Illinois ~ Graduation: Spring 2022.

