



INTRODUCTION of NANCY FRIEDMAN THE TELEPHONE DOCTOR

Nancy Friedman, the Telephone Doctor, is one of America's most sought after speakers on sales, customer service and communication skills. In between the humor, laughter and fun are well-oiled tools that have been proven to help thousands of companies.

Nancy received the Lifetime Achievement Hall of Fame Award from the St. Louis Small Business Monthly as well as being selected as one of meeting planner's favorite speakers by *Meetings & Convention Magazine*. Nancy has appeared on Oprah, Fox News, CNN and every morning show on all networks and brings a wealth of information to help your business.

She has spoken on programs with Colin Powell, Lou Holtz, Bill Walsh, Pete Rose, Bobby Knight, Tom Peters and Ken Blanchard, among many other prominent speakers and has been selected one of the 25 Most Influential Business Women in St. Louis.

A featured speaker at conferences all over the country, her articles have run in the Wall Street Journal, USA Today and dozens of other papers in the U.S. She is the author of 9 1/2 books on customer service.

You'll walk out with real world information and takeaways you can use today and forever!
Help me welcome, Nancy Friedman, the Telephone Doctor.