



*We exist to serve others so they may better serve the world.*®

---

## ***Summer Savings 2010!***

Save **20%** off Dr. Bryan K. Williams' training services for the months of July and August (2010).

Learn how the 7 Principles to Fully Engage your Customers can help you:

- Improve your overall service experience
- Help build a culture of not just meeting, but exceeding customer expectations
- Improve customer retention
- Maximize Revenue
- Earn repeat business
- Boost workforce morale
- We can go on...but there is only so much space...

Dr. Williams has provided training and keynote services for companies worldwide over the past several years. He is the former Corporate Director of Training and Organizational Effectiveness for the Ritz-Carlton Hotel Company, and is passionate about helping companies build their own culture of service excellence.

\* Click here for a full bio: <http://bwenterprise.net/Bio.html>

*“Bryan’s training is enthusiastic, capturing, and interactive. He garners the attention of his audience with proven hospitality-specific service techniques presented with frequent audience participation. His energy is inspiring...you leave the room wanting to be a Five Star service-giver.”*

*--Steve Shotsberger, Director of Guest Services, Encantado-An Auberge Resort (AAA Five-Diamond Award Winner)*

\* Read more testimonials here: <http://bwenterprise.net/Testimonials.html>

Bryan’s calendar fills quickly so take advantage of this opportunity to get **20%** off his training rates.

If you would like to take your service to the next level, and are interested in receiving more information about this exclusive offer, please contact us at: [info@bwenterprise.net](mailto:info@bwenterprise.net) .