

## In the Spotlight...

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**Our Mission** – FRONTLINE Training & Consulting was started with a simple goal: to help the people who help customers. I help them become better salespeople and customer service reps. I help them be more effective listeners, how to ask better questions, and demonstrate how to make every customer's experience a positive one.

I help your people give your business a competitive advantage through the level of service they deliver.

**Our Background** – I founded FRONTLINE in 1987, after many years in sales, sales management and sales training. Over the years, I have helped large corporations, midsize companies and small businesses. In addition, I offer one-on-one sales coaching, helping people overcome sales hurdles. I have worked throughout the United States, as well as Canada, Mexico and Europe, and I would welcome the opportunity to work with you and your people.

**Our Blueprint for Success** – I have always enjoyed working with the people who work with customers. It's an exciting place for me, and I love helping people who deal with customers.

### Contact Information –

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