



Testimonials

“Struggling to take that leap from vendor to trusted partner? In *Beyond GREAT SERVICE*, Jim once again provides accurate insight and a workable plan that can transform your existing customer relationships into long term partnerships and provide prospects with a unique value proposition.”

*Steve Horwood, Business Development Manager – Southwest Ontario,
Black & McDonald Limited*

“*Beyond GREAT SERVICE* is a must read book for anyone managing in a service-oriented business who cares about their customer, the bottom line and the future of their business. It brings to life in an imaginative way the *Proactive Service*® methodology that Jim has made a cornerstone of his interactive training experiences.

In a highly competitive market, the lessons and exercises on service differentiation illustrate how you can amaze your customers with service excellence like no other.”

Peter Mosney, Director and Country Manager, IDEXX Canada

“*Beyond GREAT SERVICE* provides a sound, practical approach that will engage your field workforce in the delivery of exceptional service and communicating value.”

Greg Sowder, Senior Vice President of Operations, Linc Service

“...A timely and practical book for service contractors. It is deceptive in its brevity, providing a concise roadmap to accelerating profits while at the same time, improving your customer relationships. The simple instructions are enormously powerful tools. Put this at the top of your shopping list.”

Daryl Sharkey, Executive Director, Mechanical Service Contractors of Canada
