



**Derek Williams** will bring a whole lot of **WOW** to your Customer Service!

**Inspirationalist and Creator of**



**International speaker and world-wide selling author** of "WOW! That's What I Call Service" and "3-Dimensional Care" (the complete customer service work-book for business owners and managers).

Derek's first business won five national customer service awards and a most successful business award. His presentations are **truly engaging and inspirational** - helping you and your people **deliver outstanding customer service!**

Derek is the creator and Managing Director of **The WOW! Awards** - the UK's only national customer service award based on customer nominations.

Customers include: **IBM, Bank of New York, Food Standards Agency, Keystone Distribution, ATS Euromaster, Barclays, KPMG, Business Links, Academy for Chief Execs, BBC, FIMBank of Malta, Hewlett Packard** to name a few...

Derek's unique offer is that **all, yes all**, his work is **fully guaranteed**. If you don't feel he has met your expectations, he will refund your investment. This gives you **total reassurance** when booking him as a speaker, investing in one of his books, or booking his company's consultancy and training services.

**People say...**      **"Mission: Dazzle & be Memorable - Mission Accomplished"**  
Change Management Team Manager - BT Cellnet

**"Your presentation cost me 2 hours sleep - I woke at 2.00 am and jotted down 10 new ideas for service improvements"** Gary Bembridge - Barclays

**"Derek has been rated by our customers as our best speaker - ever!"** Jacky Stevens - Chief Executive, Business Link Wessex.

**"You have brought a level of professionalism, knowledge and energy to this project that we could never have achieved ourselves."**  
Roy Hinde Quality Director ATS Euromaster

**Email [derek@TheWowAwards.co.uk](mailto:derek@TheWowAwards.co.uk) or Tel: 01438 310191**  
**Visit the Wow! Awards Website at [www.TheWowAwards.co.uk](http://www.TheWowAwards.co.uk)**  
**& register for Free Customer Service Newsletters**