



713-771-4402



trevinabroussard.com

# Trevina Broussard

## People Brand Consultant and Trainer



- ✓ Want to create lasting relationships with your customers and coworkers?
- ✓ Want people to experience the best your organization has to offer?
- ✓ Want your customers to come back for more and tell others about their experience too?
- ✓ Tired of tiptoeing around sour attitudes and poor work habits?
- ✓ Feeling squeezed by tight margins and pressured to fill jobs – even as your best people weigh job offers from employers eager to take your top talent?

## Employee Retention Specialist, Trevina Broussard gets the job done.

With over a decade experience in training and management, she speaks frankly about workplace experiences that people can relate to. Trevina's expertise in communication styles, service excellence, accountability in the workplace and personal leadership is on the mark and immediately relevant in today's work environment.

With high employee turnover, low morale and job burnout reaching near epidemic levels, Trevina steps in, inspires people to step up and gives them the skills to step out. She seamlessly demonstrates how to talk to customers and co-workers with purpose, passion and personality. Your organization will learn how to handle even the most challenging situations with finesse and professionalism.

**Trevina's hallmark is her unique insights and common sense approaches to better recruiting, hiring, retention, service excellence, teambuilding, and management development.**





## Delivering bottom line impact by:

- ▶ Creating a true culture of service in your organization—It's more than just training
- ▶ Improving employee productivity and teamwork
- ▶ Enhancing customer service skills of your front line
- ▶ Creating excellent internal customer service teams
- ▶ Improving customer service management and leadership skills
- ▶ Offering pre-program and post-program activities that add to your program
- ▶ Designing and implementing a strategic plan to improve both external and internal customer service

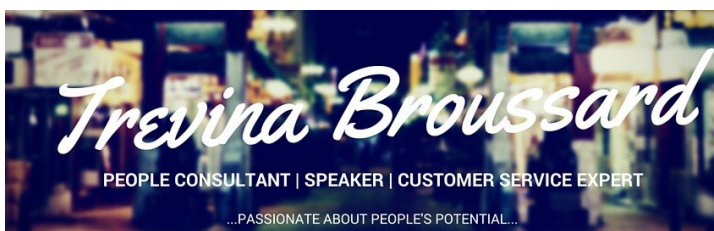
## Here are some things Trevina will do for your organization:

- ▶ Show you how to avoid the five worst customer service mistakes that can hinder your organization's success
- ▶ Train your supervisors and managers in management and motivation
- ▶ Help your managers develop the special skills needed to manage for customer service
- ▶ Help you create specific customer service strategies and implement them to improve service
- ▶ Improve your team's communication and interpersonal skills
- ▶ Conduct team retreats and develop other initiatives to help your teams work better and more productively therefore improving productivity and workplace performance

**B**ased in Houston, Texas, Trevina brings a personable, intuitive touch to her suggestions and ideas for improving communication and management. Her credibility comes from the trenches — real world experience in human resources, sales, marketing, customer service, and management that results in practical, down-to earth techniques for all levels of employees.

Working closely as an **Associate Trainer** with **Humetrics**, leading provider of pre-employment attitude assessments, best practice information, training, and resources for recruiting, hiring, and retaining frontline, hourly employees to extend their unique insights and common sense approaches to better recruiting, hiring, retention, customer service training, teambuilding, and management development.

She leverages over a decade of corporate learning experience and has a unique ability to connect with the audience and articulate clearly how to maneuver through the many facets of difficult situations. Reaching different generations through a variety of specific approaches and styles is her specialty.



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