

NSDTA

National Staff Development and Training Association

NAPIPM

National Association for Program Information
and Performance Measurement

Presents



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Petra Marquart

Petra Marquart and Associates

WHY SERVICE MATTERS

“Good is the enemy of the best.”

Stephen Covey

1. Service is our basic _____.
2. It _____ us from other public agencies
3. It gives us a _____ of _____.
4. Service lays the foundation for assurance and _____.
6. Our clients/customers ...
(*people*) _____ it.

“Great service requires heart, energy and sacrifice.”

Petra Marquart

WHAT CUSTOMERS EXPECT . . .

Service

Quality

Price

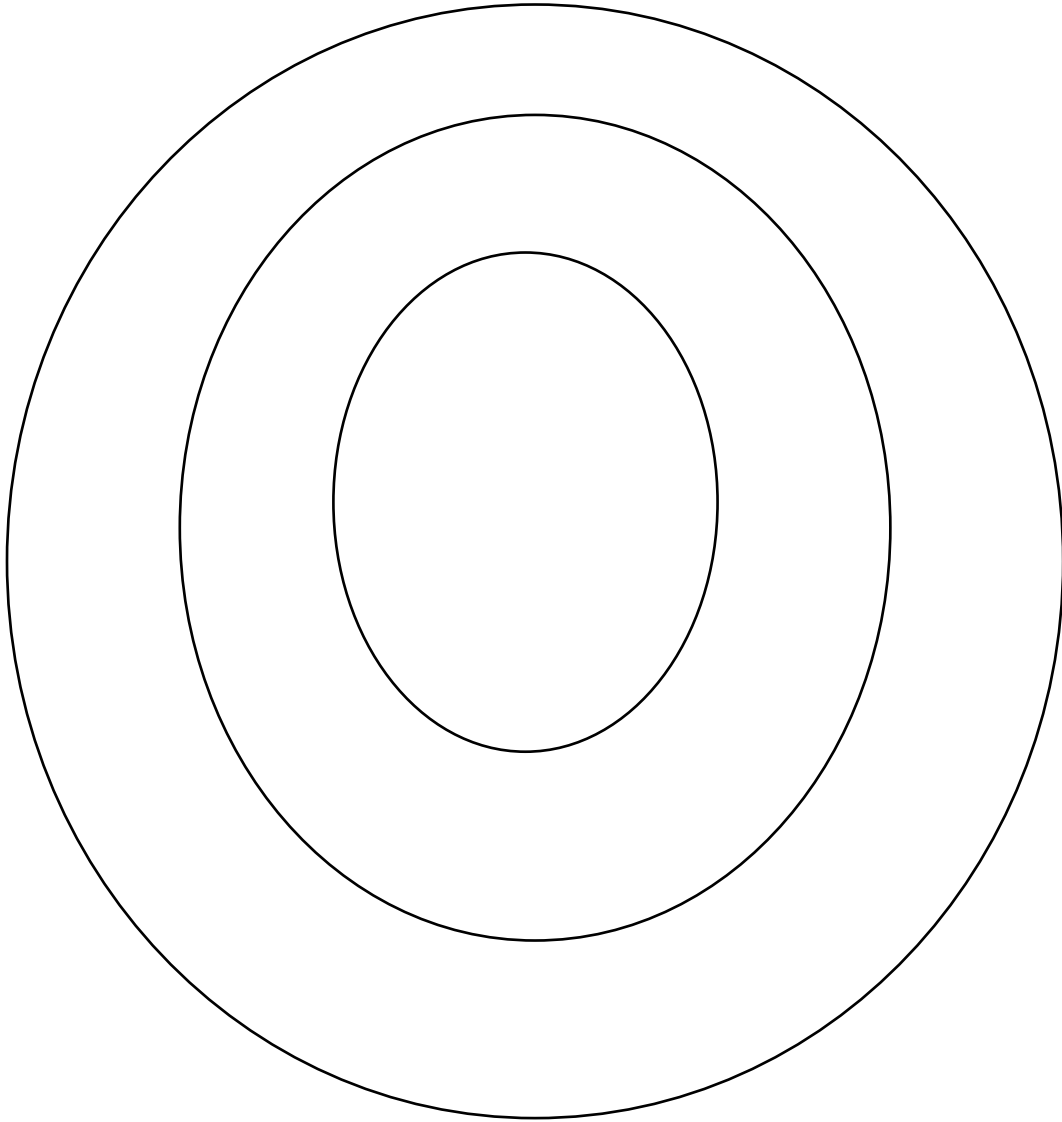
Time

*“People who want to provide great service will find a way.
Those who don’t will find an excuse.”*

Petra Marquart

SPHERES OF INFLUENCE

David Hultgren



*“Whether you think you can or whether you think you can’t,
either way you’re probably right.”*

PETRA MARQUART

Petra Marquart is principal in the global speaking and training firm, Petra Marquart and Associates. Prior to this she was Vice President of Operations for Krohn Management Corporation. She is listed in *Who's Who of American Women* and is the author of the best seller, *The Power of Service: Keeping Customers for Life*.

She has written customer service training programs for Mall of America, Target Center Arena, Fairview/University Health System, Park Nicollet Health System/Methodist Hospital, Metro Dentalcare, US Bank, US Department of Veterans Affairs' Medical Centers - Imaging Department and Casinos America. In addition, she serves as a consultant to Mayo Clinic in Rochester, Minnesota and is a certified trainer for Achieve Global's Frontline Leadership, Leadership 2000, and Working for Self-Directed Teams.

She has served as a member of Honeywell's Adult Continuing Education Board and as an educational partner with the American Institute of Banking, Canadian Pacific Rail System, Hennepin County Government Center, Northern States Power, and Minnesota Multi Housing Association.

She is an inspirational speaker who has influenced the spirit of service for many professionals. As one manager stated, "Customer Service is our future and Petra is our Oz."

The Power of Service: Keeping Customers for Life at **Amazon.com**

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