



Dawn Mushill has been a public speaker ever since people have listened. She was inspired to become a public speaker because she felt she could assist companies and individuals in setting up expectations and providing solid training on the level of customer service the company or the individual would like to achieve. Working in management for 20 years and also as an adjunct professor at Southwestern Illinois College for over 17 years, Dawn gives seminars about customer service and attitude from a new, fresh perspective that her audiences enjoy and understand.

An incredibly flexible and animated speaker, Dawn has spoken to audiences on the radio, television, international radio, to non-profits, for profits, schools, large companies, and small companies. She uses real-life stories and a plan to implement the ideas she presents immediately.

#### Industries Served:

- Financial Institutions
- Healthcare Industries
- Retail Providers
- Restaurants
- Educational Institutions
- Non-Profit Organizations
- Corporations

Dawn Mushill has conducted customer training at JCH on four different occasions and we are booking her for a return trip. She has helped managers, top performers, and underachievers find ways to be more customer friendly. Her approach is practical, interactive, and full of examples.

Larry Bear, Administrator  
Jersey Community Hospital

The best part of all is that Dawn did reawaken our entire company to the importance of customer service. I have noticed a tremendous difference in how our employees interact with our customers and among themselves. And our customers have also noticed this, which, is of course, the most important testament.

Katie Hopkins  
Executive Vice President  
Truck Centers, Inc.

#### Presentations Include:

- Exceeding the Customer's Expectations & More
- Change Your Attitude, Change Your Underwear
- Stressed is Desserts Spelled Backwards
- Where Do You Find the Time to Manage Time Management?
- Getting Organized - Not Just a Fad
- Loving What You Do Every Single Day
- How to "WOW" Your Next Employer
- Networking Out of Your Corner and Into the Real World
- The Telephone - How it Affects Your Bottom Line!

Dawn exemplifies true excellence when it comes to customer service. She is very captivating and passionate about changing the service industry into one great company one at a time.

Hope Reinneck  
FCB Banks



dawn@dawnmushill.com  
post office box 314  
troy IL 62294  
(618)444.6808