



Author | Speaker | Business Coach

**An Authority Leader in Customer Service**



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BUSINESSES LIKE:



Daniella and her Insanely Great Customer Service Team helps small businesses develop collaborative working environments to ensure quality customer experiences that facilitate growth and profits!

A published author, keynote speaker, seminar presenter and business coach, her effective approach emphasizes education, recruitment, retention, and customer satisfaction.

With 15+ years in Customer Relations and a Masters degree in Public Health, Daniella specializes in communications and customer service training through her proven Customer Journey Training System, taught nationwide!

Daniella believes that, “in these changing times, there is no reason not to create a thriving business by doing something you love. This is the age of marrying passion, purpose and profit; yet it’s one thing to love to do something and another to build a thriving business around it. Great ideas alone don’t guarantee success. Great employees can. Your employees are the backbone of your success. They’re the faces of your company. They’re the ones delivering customer care. They’re the ones who dedicate themselves to your mission and your vision...or not. And if “not”, you need to assess and adjust your approach to allow your business to thrive.”

Her dynamic, one-of-a-kind style will empower you to create winning teams of focused and passionate brand ambassadors.



*“It feels great to achieve success, but not nearly as rewarding as helping others achieve the same.”*

**Make Your Dreams A Reality.  
Excel Past The Status Quo By Inviting  
Daniella to Speak At Your Next Event!**

#### SPEAKING TOPICS INCLUDE:

- The Four Pillars of Your Success: Education, Recruitment and Team-Building, Employee Retention, and Customer Satisfaction
- Effective Employee On-Boarding Equals Success
- Creating Your Team of Passionate & Loyal Brand Ambassadors



# Daniella Fairbairn

## An Authority Leader in Customer Service

Hi, I'm Daniella Fairbairn.

I specialize in customer service training. I want to help **YOU** gain more success by leveraging education, recruitment, retention, and customer satisfaction.

“From training new volunteers to facilitating monthly meetings, Daniella has not only enhanced the REIA NYC meeting experience but created an onboarding manual for both internal and external customers. Next to my journal, this is my go-to for all things REIA NYC! Whether you're a solopreneur or head of Human Resources, Daniella is your Olivia Pope of Customer Service. GET HER ON YOUR TEAM to raise the bar and get your brand ambassadors in order!”

~**Dr. Teresa R. Martin, Esq., REIA NYC, New York, NY**

I highly recommend working with Danielle. She has an eagle eye for details. Most of all, she opened my eyes to what I'm doing wrong and where and why I'm throwing money away. It's usually because I've “always done it this way.” But with Daniella's guidance, I was able to streamline and systemize and generate more profit.

~ **Bill Jackson, MD**

Daniella is amazing!! She helped me understand “how” investing in the right people will make a difference in my company. Daniella helped me through the recruiting process and then with team building strategies. Most of all Daniella helped me become a better boss. I can't even imagine being where I am today without her guidance. Now I have a team that's 100% in it to win it and it shows! Thank you, Daniella!

~ **Jackie Sanchez, CA**



Available to Purchase in Audiobook, Paperback or Kindle! Visit [www.DaniellaFairbairn.com](http://www.DaniellaFairbairn.com)

“Whether it be her workshops or one-on-one sessions, Daniella's personal touch doesn't go unnoticed. It is one thing to make recommendations but another to EXECUTE and DELIVER. She gets a thumbs-up in assessing, facilitating and execution – hands down! From hereon in, I settle for nothing but Insanely Great Customer Service; she certainly raises the bar.”

~**James Earl Thompson, Master Marketing & Business Systems Strategist, New York, NY**

**It's time to dig in and take your business to the next level!  
Contact Daniella today to learn more about her services.**