

*“Wow! Finally a book that not only identifies what is happening with customer engagement and retention, but one that gives potential action items to improve.”*  
Chris Spintzyk - Head of Consultant Recruitment, Synergy Systems LLC

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**The Complete Experience** - The combined experience of Tony Bodoh and Kayla Barrett brings a unique perspective that gives clients a complete picture of the customer-employee-profitability relationship. Their individual companies help clients all over the country with their performance issues. Both have worked extensively in the hospitality industry and have come together to offer their collective experience and proven expertise to business leaders.

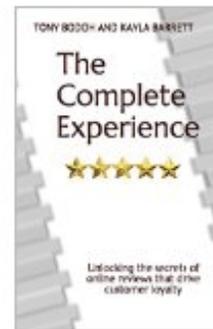
### What We Do

- We help companies increase their sales, improve customer loyalty and reduce expenses by improving their customer experiences through data-driven investment decisions.
- We dig deeper and discover insights your internal experts miss in your customer behavior data and feedback and connect the dots that link the functions and roles of the business to the problem issues.
- We facilitate employee behavioral change that positively affects customer buying decisions.

### How We Can Help

Our work in the online customer review space will give you an innovative perspective into how your customers actually view your business and how buying behavior is being influenced every day through online reviews.

Through insights from our Amazon #1 bestseller we will take you behind the scenes to discover the secrets of online reviews that are driving customer loyalty to your company and brand.



#### **The Complete Experience** (keynote presentation)

In high-impact fashion, learn the powerful story your online reviews reveal about your customer's view of your business and their intent to either choose you or your competitor. You will step away with a clear priority of next steps to improve your online presence.

#### **The Complete Experience** (1/2 day workshop)

Your business has an online reputation. Dive into your online reviews and learn the hidden language your customers are speaking about your brand and how they decide to choose you above everyone else. In this interactive half-day session, you will discover a tangible action plan to strengthen your online presence and drive customer loyalty.

**Contact [us](#) to book your Complete Experience event today.**

## **Tony Bodoh, President & CEO**

[www.tonybodoh.com](http://www.tonybodoh.com)



Tony is the CEO of Tony Bodoh International, LLC and a world-renowned leader in customer experience improvement. Tony built the sales, marketing and operational analysis programs for multiple publicly-traded companies and ran the direct marketing operations for a \$250 million book of business in the financial sector. His work in the customer experience sector has been profiled in a variety of publications including CIO magazine and dozens of hospitality, marketing and customer experience articles.

Clients include industry leaders in hospitality, financial services, health and wellness, entertainment and technology. Clients have earned numerous awards from organizations including J.D. Power, ACSI, Forrester and Clarabridge.



## **Kayla Barrett, Founder & CEO**

[www.organizationimpact.com](http://www.organizationimpact.com)

Organization Impact, LLC helps organizations drive growth by creating and sustaining their talent competitive advantage. Through strategies that develop the critical talent, skills and capabilities, employee and customer engagement grow resulting in bottom-line results.

Kayla's industry experience spans 20+ years in both the corporate sector and non-profit world where she has worn hats such as Director of Organizational Strategy, Director of Human Resources and Director of Staff Development. Kayla's experience allows her to walk alongside your team to identify your people development needs then helps you discover a hands-on approach that advances your organization's vision and profitability.



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