

# Is Common Sense Missing in Your Hospitality Business?

*Everyday responsibilities can spin out of control. If we don't step back and look at what we are doing and WHY, we may lose sight of common sense business and life practices! Interestingly, the key to success is often not rocket science, but rather is found in learning and practicing simple habits...habits that can propel us yards ahead of the competition!*

*Professional speaker, author, and business consultant Teresa Allen will motivate your staff while giving them the common sense concrete skills they need to survive and thrive in an uncommon world of change! Her dynamic, fun, and down-to-earth style of presenting and teaching will open the eyes of even those who think they have heard it all!*

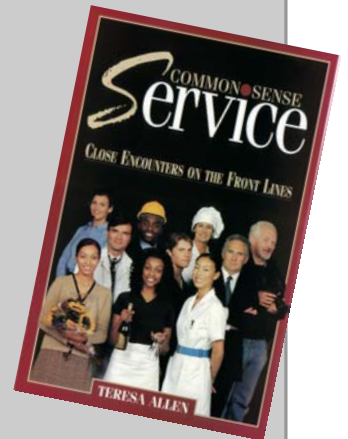


## Winning Guests Through Common Sense Service

Teresa's signature message shares the title of her book that has sold thousands of copies. Through stories and memorable exercises, Teresa will demonstrate the impact of every single encounter with a guest or tourist to your property or destination! Make your program even more special for attendees with an autographed take home copy for each participant. Up to 100 copies are included in your program fee!

This program can be presented in keynote format or can be scheduled for an interactive training of several hours. Hospitality industry service expert Teresa Allen will customize the program for your group and their particular hospitality industry environment and challenges. If you wish to schedule a training program, select from the following topic areas for a program customized to your needs:

- Greeting and Meeting for Memorable Encounters
- Giving Directions: More than just Left and Right!
- Beyond the Information Requested: Cross-Selling Your Destination
- Dealing with Difficult Circumstances and Visitors
- Working with Varied Personalities: Catering to the Individual
- From Telephone to Tourist: Extending an Invitation that Sells Your Destination
- Hospitality Conversion: Extending the Stay!



## Teresa Allen was named Hospitality Educator of the Year by the Shreveport-Bossier Convention and Tourist Bureau—here's why:

*Teresa Allen has the energy and enthusiasm and years of experience and really knows how to speak to her audience and get them involved and truly learning. She knows the qualities that are necessary to succeed in the hospitality industry and is able to relate those to her audience, from general manager to front line employee.*

— Shreveport Bossier Convention and Tourist Bureau

*The personal attention Teresa gives is remarkable. She makes sure the training is aligned with our culture, mission and objectives. Teresa has extensive knowledge of sales and service and adapts whatever she is presenting to her participants. She relates well to our entire staff*

— Sci-Port Discovery Center

**Common Sense  
Solutions**  
Teresa Allen

Success Strategies, parent company of Common Sense Solutions Training & Consulting, is owned by Teresa Allen and is based in Shreveport, Louisiana. A highly requested and respected speaker, Teresa has trained thousands of business professionals for over 15 years in her self-developed programs on customer service, sales, communication, teambuilding, and presentation skills.

Teresa Allen is author of *Common Sense Service: Close Encounters on the Front Lines*, and is co-author of *The Service Path: Your Roadmap for Building Strong Customer Loyalty*. She is a professional member of the National Speakers Association and has received the President's Award from the North Texas Chapter. Teresa is a recipient of the ASTD Professional Trainer of the Year Award and was named Hospitality/Tourism Educator of the Year by the Shreveport-Bossier Convention & Tourist Bureau.

*The mission of Common Sense Solutions is to provide common sense business solutions that have a direct impact on business profitability!*

*Just a few of our satisfied clients...*

***National Corporations & Associations***

Alltel  
American Airlines  
American Bankers Association  
American Honda  
Associated Grocers  
Awards & Recognition Association  
Chevron/Texaco  
Cingular Wireless  
Credit Union National Association  
Executive Women International  
Financial Women International  
LifeShare Blood Centers  
Miami University  
National Association of Insurance Women  
National Speakers Association  
Nydic Open MRI America  
Regions Bank  
Royal Caribbean International  
Sales & Marketing Magic  
Sixth Star Entertainment  
Society of Corporate Meeting Planners  
State Farm Insurance  
Volunteer Hospitals of America

***Local Businesses/Associations***

American Society for Training & Development  
AmSouth Bank  
Bell South  
Bossier Parish Community College  
Caddo Career Center  
Community Bank  
Greater Shreveport Chamber of Commerce  
Harrison Company  
Hollywood Casino  
International Assoc. of Administrative Professionals  
Isle of Capri Casino  
Jeb Breithaupt Design Build  
Louisiana Association of Continuing Education  
Louisiana Society of Association Executives  
Louisiana State University  
Sales & Marketing Executives  
Shreveport/Bossier Convention & Tourist Bureau  
Sci-Port Discovery Center  
Sid Potts Jewelry  
Snells Limbs & Braces  
Society of Human Resource Management

*...we're out of room ...but not out of time for YOU to be added to this partial list of satisfied clients!*

***A record of success... what clients are saying:***

*Thank you for an excellent and pertinent presentation! It tied in beautifully with what we tell our dealers about serving our customers. I will recommend you for our meetings across the country.*

**Rich Sanders**

*American Honda*

*To listen to an individual who can provide common sense solutions is an inspiration that cannot help but empower audience members to succeed in their own daily lives.*

*It is without hesitation that I recommend Teresa as a motivational speaker for any audience. Her words of wisdom and delightful way she relates to people from all walks of life make her presentation both valuable and vital to everyone present.*

**Dr. Donna Austin**

*Louisiana State University Shreveport  
LA Assoc Continuing Ed State Meeting*

*Teresa's programs have brought a new level of service to our customers. In a highly competitive market this is critically important!*

**DeLayne Lewis**

*First Louisiana Bank*

*The personal attention Teresa gives is remarkable. She makes sure the training is aligned with our culture, mission and objectives. Teresa has extensive knowledge of sales and service and adapts whatever she is presenting to her participants. She relates well to our entire staff.*

**Madeline Priest**

*Sci-Port Discovery Center*

*Your presentations on customer service and communications exemplified the excellence we want to foster in our team. It was a fun way to learn and experience keys to incorporating customer service at all levels of the company. Thank you for being instrumental in bringing our team closer together.*

**Clint Snell**

*Snell's Limbs and Braces*

*Our annual convention attendees enjoyed your high-energy presentation and the excellent resources you left for them to utilize back in their offices. Your fun sense of humor and easy style made the time fly by!*

**Barry Brantley**

*Louisiana Society of Association Execs*