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*Helping optimize your Customer Service to Increase Sales for Life!*

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## **Introduction for Norma Huibregtse (HUBERSEE)**

*I would like to introduce our guest speaker, **Norma HUBERSEE**:*

**Norma** is an innovative Customer Relationship Consultant, Business Coach and Speaker. She is the Owner of **Captivated Customers**, an organization she founded to inspire business owners to captivate their customers and turn them into raving fans so that their businesses can experience increased profits and more fun.

Norma has spent 20+ years in sales and customer service with both her own businesses and others. She is now dedicated to working with small business owners, helping them attract, connect and engage with their customers utilizing her high-impact Customer Service “SMARTS” Program that will give them a competitive edge. Her presentation today is titled “Turn Your Customer Service into CASH”.

*Please join me in giving a warm welcome to **Norma HUBERSEE**.*