

# My Story

## Nancy Friedman

Founder, Chairman,

Telephone Doctor Customer Service Training



### WHO

Nancy Friedman, a well-known and popular customer service keynote speaker, was born and raised in Chicago, Illinois. Nancy was dubbed 'The Telephone Doctor' by a newspaper editor at the Quad City Times in Davenport, Iowa after delivering a customer service program to his News Department. She and her husband, Richard (Dick), owned a radio station in San Diego, California and another in St. Louis, Missouri before moving to the suburbs of St. Louis. Both their children, David, Managing Director, and daughter Linda, VP Client Success Manager of their online platform [www.servicekills.com](http://www.servicekills.com) now run the bulk of the daily business.

### WHAT

An international customer service training company, Telephone Doctor, Inc. provides onsite programs for conferences and meetings as well as their popular customer service learning platform ([www.serviceskills.com](http://www.serviceskills.com)) for small and big businesses alike. Nancy and her staff of 21 have helped over 30,000 organizations improve the Customer Satisfaction Scores (CSat) and Net Promoter Score (NPS) of their Customer Service Reps, Help Desk Staff, Call Center Agents, Tech Support Staff and other team members.

### WHY

Nancy's passion and goal is to help companies communicate better with their customers and coworkers. Her passion has never wavered. It's that simple.

### WHERE

Telephone Doctor Inc. was formed in St. Louis, Missouri directly after Nancy had a bad customer service experience with the staff of the insurance company they used. She literally picked up the phone, called the agent, and told him: "Your people stink." She explained why: how they had treated her, what they said and how they said it. Shocked, the agent asked her to please come to his office and tell them how her call should have been handled. She did.

### WHEN

Located in the Bridgeton suburb of St. Louis, Missouri for 30 years, Telephone Doctor Customer Service Training has made an important mark in thousands and thousands of corporations large and small.

### HOW

Telephone Doctor Customer Service Training has three divisions:

1. [www.ServiceSkills.com](http://www.ServiceSkills.com) is their online training platform with 15 series and over 150 modules.
2. [www.NancyFriedman.com](http://www.NancyFriedman.com) is for keynote programs for large and small group corporate meetings.
3. One-hour webinars

### Fun Facts:

Nancy was named one of the most influential businesswomen in St. Louis, MO. St Louis Business Journal

She is the recipient of the Entrepreneur Hall of Fame award from St. Louis Small Business Monthly.

Nancy is on the list of Meeting and Convention Managers Favorite Speakers.

Nancy won the coveted San Diego Old Globe Theatre 'Best Comedic Actress' award and has had a successful theatre career over the years.

She has had an incredible influence on helping corporate America raise their customer service bar.

Nancy is an avid Cubs fan in a Cardinal home.

She loves TV crime shows.

Laughter is her drug of choice.

Labeled 'Ms. Low Maintenance,' and 'easy to work with,' Nancy presents her customer service programs at conferences and meetings around the country.

Nancy's program produces results.