

World Class Customer Service Attitudes-To-Action

➔ On-Site Training Programs ➔

"I think you're a fantastic trainer, highly motivating and humorous to boot! Thanks!"

*Joanne Paternoster
The Port Authority of New York
& New Jersey*



"Great Job! We are planning to offer these sessions to our ground transportation operators next month."

*Ken Spirito, A.A.E.
Gulfport-Biloxi International*

"Wow! Changing attitudes is never an easy task. You did a superb job."

*Kelly Johnson, A.A.E.
Northwest Arkansas Regional Airport*



"Thank you for a fabulous customer service training. Yours was the perfect presentation."

*Shirley Caballero, A.A.E.
McCarran International Airport*

"Score one for Dave Jeffrey... the C.S. sessions you conducted for us were a great success! Your ability to connect so well was instrumental for a productive and beneficial forum... an outstanding job. We look forward to working with you in the future."

*Wayne Shank, A.A.E.
Norfolk International*



Customized Training • Facility Inspections • Focus Groups
Authority / Tenants / Taxicabs / Police / Parking



Interactive Dynamic Solutions, Inc.

Customized Training and Development

800.628.0903 ➔ davidjeffrey@TeamIDS.com



On-Site Customized Employee Training Sessions, Workshops, Presentations, etc.

Development Workshops

- Customer Service
- Team Development
- Staff & Management Retreats
- Presentation Skills
- Valuing Diversity
- Vision Planning & Goal Setting
- Focus Groups - Internal & External
- Custom Programs & Topics

Conference Presentations

- "Managing By Exception - Motivation & Conventional Wisdom"
- "Creating A Customer-Focused Culture"
- "Managing Generation X, Y and Today's Workforce"
- "Recruitment or Retention - What is Your Goal?"
- Customized Topics

Clients

- Airport Minority Advisory Council
- American Association of Airport Executives
- AmeriCorps
- Association of American Indian Physicians
- Baltimore/Washington International Airport
- Bell South
- Columbia Metropolitan Airport
- Crisp Hughes Evans Accounting
- Dagger Canoe & Kayak
- Davies Ward & Beck Attorneys At Law
- Denver International Airport
- First Union
- Fort Wayne International Airport
- G.E. Capital
- G.E. Medical
- GTE Wireless
- Gulfport-Biloxi International Airport
- Harrah's Entertainment/Cherokee Casino
- Hartsfield Atlanta International Airport
- Haywood Regional Medical Center
- McCarran International Airport
- MCI Call Center
- Missoula International Airport
- Morristown Municipal
- Newport News/Williamsburg Int'l
- Norfolk International
- Northwest Arkansas Regional
- NOVA Information Systems
- Philip Morris
- Pensacola Regional
- Phoenix Sky Harbor International
- Pittsburgh International
- Port Authority of NY & NJ
- Port Columbus International
- Roanoke Regional
- Salt Lake City International
- San Diego International
- San Jose International
- Sarasota Bradenton International
- Savannah-Hilton Head International
- South Bend Regional
- Southeast Chapter AAAE
- Southwest Chapter AAAE
- U.S. Department of Interior
- U.S. Environmental Protection Agency
- U.S. Indian Health Service
- U.S. Parachute Association
- Washington Dulles International
- Washington Reagan National
- Western Carolina University



*Providing organizational development and customized training
for workplace learning and performance improvement*

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