

## Testimonials

Our team just completed three days of fantastic Customer Service and Leadership training with the amazing Barbara Khozam. We are so proud to work for a company that invests in its staff! Thank you, Barbara, for sharing your knowledge and expertise with us.

Blanca Grant, Human Resources Manager for South Coast Winery & Spa and Carter Estate Winery & Resort

\*\*\*\*\*

Thank you so much for your outstanding keynote at the Planning Commissioners Academy! You helped us kick off three days of educational sessions on a positive and uplifting note, and I know our attendees will take your words with them back to their cities as they continue the important work they do in their communities. I cannot tell you enough how much I appreciate you stepping in last-minute and still taking the time to learn about our program and attendees and tailor your message to them. Our department officers kept telling me all week how impressed and delighted they were with you and your keynote.

Thank you again for delivering your message to our attendees and helping us produce a successful conference, and thank you for passing along the feedback. I'm happy to pass along any feedback from our own attendee survey which will close in a couple of weeks as well. I hope we have an opportunity to work together again in the future!

Best,

Kayla Boutros, Associate Manager, Event Program, League of California Cities

\*\*\*\*\*

It is with great pleasure that I write this letter of recommendation and full endorsement for Barbara Khozam. Having seen Barbara in action in front of a variety of audiences over nearly ten years, she is proven to be a dynamic professional that engages and captivates the attention of stakeholders from start to finish with energy that is unparalleled.

She has consistently delivered the type of educational and solution-oriented business acumen necessary to achieve results in diverse healthcare settings. Furthermore, Barbara has displayed uncommonly skilled presentation skills required to deliver solution-oriented thinking necessary to overcome unforeseen hurdles.

Christopher Reichow, Regional Sales Director

\*\*\*\*\*

Dear Barbara:

On behalf of Prospect Medical Systems, our collective "thanks" to you for all the wonderful Member Experience work you did with several of our primary care physician offices!

You are an energetic, engaged, experienced, & committed consultant who has been willing to "dive into" this assignment with great enthusiasm. During this assignment, you have devoted considerable time in meeting with each of these practices to observe and discuss their patient experience challenges, and to offer recommendations on where they might make improvements. Despite some bandwidth challenges at these PCP groups (including scheduling challenges), you were never deterred and remained highly committed to bringing value to each of these groups. Your recommended solutions have been custom-tailored to the individual needs and issues of each PCP group, and based on feedback

that we have received, each practice sees your involvement as a “value add” and they appreciate all your suggestions.

We look forward to other opportunities to collaborate with you in the near future. I would be happy to serve as a reference for any potential future clients.

**James P. Agronick**

Vice President, Network Management, Prospect Medical Systems

\*\*\*\*\*

Janet Weaver, VP of Network of Operations, and I had the opportunity to attend a training by Barbara in the fall and we not only laughed throughout the training, but also learned a great deal in the process. Barbara Khozam extends an international line of clients who praise and attest to her expertise as a customer service master – and we agree. Backed by more than 17 years of consulting, training, and speaking about Customer Service throughout many industries plus infused with humor and an easy-to relate-to approach to solving customer-centric problems, her program is unique, engaging, and effective.

Peter G. Goll, CEO Physicians Medical Group of San Jose, Inc.

\*\*\*\*\*

Dear Barbara,

Thank you kindly for your incredible, interesting, interactive, and innovative presentation this morning. I am usually bored to tears at long presentations, but with yours I enjoyed every single minute of it. Thanks again and Happy Holidays.

**Patti Adams**

Hong Kong MBA Toastmasters Club, Vice President of Education, Distinguished Toastmasters

\*\*\*\*\*

Hey, I’m Dr. Larry Earl, President of the NAOHP, National Association of Occupational Health Professionals. And we’re here at our national conference in beautiful Palm Springs, CA and Barbara Khozam just finished with our keynote address on customer service for a difficult population of occupational medicine practitioners, who have to not only deal with patients, but also have to deal with employer clients. Barbara was engaging, she held the attention of the audience and had them laughing in their seats, as well as delivering some important messages and useful practical messages about customer service in occupational medicine practice or really any medical practice. So, I’m just thrilled we had people coming up to us saying that this was absolutely the best keynote speaker we’ve ever had. So, we were just thrilled with the presentation and we will work with Barbara again and again, I hope.

**Dr. Larry Earl**

President of NAOHP (National Association of Occupational Health Professionals)

\*\*\*\*\*

The meeting organizer wrote:

“Loved the participation and energy!”

A couple participants wrote:

”I had way too much fun on this session with Barbara - she is SUPER GOOD!!!! Thank you!”

”She makes experience - FUN!”

**United Healthcare**

Webinar Attendees

\*\*\*\*\*

Customer service is pivotal in our industry. Our staff over the last six weeks have had the pleasure of learning how to give exceptional customer service in a relaxed and friendly environment. Barbara was able to accommodate all of our requirements, which was amazing and our staff learned a lot while enjoying the experience. Training that was fun.

**Friendlies Chemists Administration**

Hyde Park Queensland, Australia

\*\*\*\*\*

I have worked with Barbara for over 2 years. She is an expert in her field and so easy to work with. She has the "IT" factor corporations need to light fires of passion for customer service and patient experience that drive results. Your only loss would be NOT hiring her.

**Jessica Behnke**

Associate Director Quality Performance CA Health Plans

\*\*\*\*\*

An awesome Keynote - WOW - in every context. I recommend Barbara to you and your organisation as an inspiration and catalyst, to enabling you to reach another level of understanding when it comes to the customer experience.

**Kevin Broughton**

Toastmaster Australia Executive Support at The Anglican Diocese of Gippsland

\*\*\*\*\*

An excellent presenter.

**Performance Pilot Author**

Greater Melbourne Australia Area

\*\*\*\*\*

My consulting organization has hired Barbara Khozam to provide customer service and patient experience training to our clients for more than 11 years. Every single client has praised Barbara for providing them with timely and effective guidance and immediately actionable information; all delivered with understandable terminology, warmth and humor. One of Barbara's greatest strengths is her ability to tailor her programs to a client's specific needs and desired outcomes.

**Max Muller**

Max Muller & Associates, LLC

\*\*\*\*\*

I have a fantastic service story for you. I work in a grocery store and I work around a lot of rude and negative people. After reading your book, I started noticing that guests that come into my job are used to seeing this type of attitude from the employees. I used all of your tips in your book and I have to say people were so shocked at the good customer service that they were seeing in me, guest after guest kept coming up to me for help. While there are other people that could of helped. They came up to me because they loved my positive attitude and friendliness. I would hear some of them say "go to Chris he gives great service and really cares." While this made my co-workers not like me, it was not only a great experience for me but also for the guests! Your book helped me to become great at giving service to the community.

**Christopher**

Clerk at a grocery store Not allowed to provide company name

\*\*\*\*\*

Barbara is an engaging, funny and insightful speaker and group leader - you should hire her right now to elevate your entire customer experience.

**Dr. Larry Earl**

President of NAOHP (National Association of Occupational Health Professionals)

\*\*\*\*\*

Feedback from ZOOM session “I really, really enjoyed Barbara Khozam. She had great relatability over zoom. She also kept my attention. thank you for having her.” “Barbara and Sherron's session were absolutely amazing! They had such high energy and kept the audience engaged. They should definitely be keynote speakers next year!”

**Inspiring Women Leaders Conference**

March 9, 2021 Session title: Managing Emotions and Thriving Under Pressure

\*\*\*\*\*

We’re trying to solve really important complex problems. We’re in a very competitive environment right now and we needed our leaders to be equipped with tools to be able to lead their teams to really achieve top performance and provide exceptional service, so we brought Barb in to help us with that. We chose Barb because she is a trusted resource and we’ve used her in the past and she has tremendous expertise. She offers a lot of great insights and she also has a way of delivering a message that’s crystal clear but is a lot of fun so people really listen to her and walk away with gain. I would recommend Barbara. She’s really someone who is easy to work with. She tailored the program to meet our unique needs. She delivered the program in a way that really engages everybody. And she’s really going to help us improve our care experience here because everybody’s on board. She was able to unite everyone. She’s been great!

**Charlotte Lass**

Assistant Medical Group Administrator Kaiser Permanente, San Diego, CA

\*\*\*\*\*

“Barbara, as we reflect on 2020 accomplishments and performance, we wanted to thank you again for your support and contributions this last year. It’s hard to believe we were finishing our last “Creating Connections” workshops in January last year....it seems like a lifetime ago! Working with you was sure a bright spot for us this year. And your classes helped us earn a 5-star rating on the Office of Patient Advocate “Patients Rate Overall Experience” – this is the first time our company has achieved this rating. We know it has a lot to do with the trainings and inspiration you shared with our company (and all of us) over the last few years.”

**Not allowed to disclose name Care Experience Lead**

Large Medical Group San Diego, CA

\*\*\*\*\*

“We met Barbara at the Yankee Dental Conference in Boston in Feb, 2019 and loved her dynamic presentation about Customer service! So much so, that we invited Barbara to come to our office in Bermuda in July, 2019 for a more personal learning experience. I was a bit apprehensive of the logistics of getting Barbara over to Bermuda - but it was SUPER easy. Barbara ensured it was a smooth process and even took care of booking her flight. She remained in constant communication via email, skype or

whatsapp whichever was easiest for us. Barbara made an immediate connection with our staff and the training sessions were really informative, with real life scenarios and fun at the same time! In the last few weeks we have had some REALLY good feedback from our patients about our caring, compassionate, informative and professional Team! Thanks so much Barbara from the Smilesinc Team, Bermuda. (The rum swizzle is here waiting for you!)”  
Kind regards,

**Carol Palmer,**

Office Manager, Hamilton, Bermuda HM 09

\*\*\*\*\*

“Everyone in our diverse staff benefited from Barbara’s experience and insight in Customer Service. She connected at every level across three generations and numerous backgrounds with her extensive knowledge and ability to make learning fun and exciting! Barbara’s incredible staff conducted interviews and observations of daily activities to enable her to provide us with the information and tools to improve our interactions via face-to-face, telephone and e-mail our internal and external customers. Our entire staff enjoyed her presentations and still remind each other of the “correct” way to handle situations when a conversation maybe headed down the wrong road. I would strongly recommend Barbara and her team to assist in improving customer service in your organization.” Thanks for a tremendous experience!

**Thomas T. Swann**

Branch Head Total Force Training/Workforce Development Southwest Regional Maintenance Center

\*\*\*\*\*

“ASBWorks and all of our users would like to thank you for an exceptional message. Your delivery was brilliant, your ability to teach was extraordinary, and your personality was hilarious. We could not have asked for a more prepared professional than we received. You are remarkable at what you do. You captured the room and taught us all how to identify personality types quickly so that the communication we presented could be heard. Thank you, Barbara for such an insightful lesson.

**Brian Cichella**

President ASBWorks [asbworks@csentral.com](mailto:asbworks@csentral.com)

\*\*\*\*\*

I attended a seminar by Barbara Khozam in March of 2015. As a supervisor in a healthcare facility, I have approximately 20 staff that I manage so I am always in need of customer service recommendations. With Barbara’s instruction and guidance, we were able to significantly upgrade our level of patient services. In fact, she inspired me so much that I went on to hold workshops predicated on her sound teachings. We had been following our reviews on the web and were not with happy many of the comments we read about our staff. As a result, we decided to start a major customer service improvement campaign for our organization. We need an event to kick it off on a positive note. We made a decision to bring in Barbara Khozam to give a presentation to all of our staff on how our comments and actions effect the way our patients experience their visit to our office. It was a mandatory meeting for all employees on a Saturday morning. I was a bit worried as to how this would be received – especially on a Saturday morning. I did not want the staff to feel “punished” but rather coached into better understanding their behaviors/comments at the office and the impact they have on our patients. My concerns quickly vanished once Barbara started speaking. Her sense of humor during the presentation captured everyone’s attention. The mood was upbeat and even comical at times – but everyone got the message. The staff enjoyed the presentation and spoke of it frequently during the following week. I’m sure some of her sayings will have a lasting impact on my staff as well as their managers. Our kickoff meeting was a success and now we are moving forward in many directions to improve our patients’ experience here at our medical practice. I am so very glad I made the decision to bring Barbara in and am now thinking of making this an annual event.

**Maria Zlotnick**

Administrator Otolaryngology Associates, PC Fairfax, VA

\*\*\*\*\*

With Barbara's proven techniques, we implemented patient satisfaction surveys and within 90 days our ratings soared to the high 90 percentile with less than 1% of patient complaints. We now receive comments such as "Good customer service," "Very friendly staff," "Everyone was nice and polite and introduced themselves." Barbara is an outstanding spokeswoman that makes learning new skills fun and enjoyable! Her witty sense of humor and entertaining antics make for a wonderful experience for people of all ages and work capacity. I would highly recommend having Barbara at your next corporate event and see for yourself the positive results and outcomes. You will NOT be disappointed!"

**Linda Smith, HCAS HCA**

Supervisor United Health Centers, Mendota

\*\*\*\*\*

"I wanted to thank Barbara wholeheartedly for teaching the Public Speaking session of Project Concern International's Global Youth Leadership program. I knew right away when she stepped into the room that this would be one of our best classes, if simply for her great energy and aura. Teaching high schoolers on a Sunday afternoon is a high feat...and from the very first minute, Barbara was able - through her wonderful personality and humor - to engage the students, make them listen to what she had to say and put her suggestions into action immediately. Barb is a master at leading any kind of group at any age into believing in themselves while also challenging people to reach for higher ground. With her infectious personality, yet graceful and playful way as well as her great tempo, she captured everyone's attention and served as a wonderful inspiration to these young, global leaders. The proof of her success was when, at the end of the class, everyone commented that this had been the best and most fun class they had attended in the series so far. Thanks, Barb!"

**Uli Imhoff Heine**

Senior Director of Development PCI Global 5151 Murphy Canyon Road, Suite 320 San Diego, CA 92123

\*\*\*\*\*

"Barbara Khozam is a gifted trainer. She is entertaining as well as informative. She does indepth preparation for her presentations and knows her audience well. Her trainings are common sense and practical, so you can apply them in your work right away. Barbara not only leaves you laughing but definitely makes a memorable impression on you. I highly recommend Barbara for any organization - big or small -that takes their client experience very seriously and wants to improve communication and customer service."

**Cheryl Wolfe**

Director of Training & Development Buffini & Company

\*\*\*\*\*

"Customer Service is one of the most critical components to business success. After attending Barbara's presentation in Customer Service at a NAWBO Seminar Series, I was very impressed with her delivery and content, in addition to her impeccable sense of humor. Her background and expertise in the subject matter is commendable. I would highly recommend Barbara Khozam, if you would like to take your Customer Service to the next level."

**Helna Correll**

Chapter Administrator, NAWBO San Diego President, Certified Meeting & Event Consultant Certified Woman-owned Small Business (d.b.a. Hotel Site Pros, Event Planning Pros, & Speaker's Hub)

\*\*\*\*\*

“Barbara Khozam was a consummate professional in her work with us at the Los Angeles Medical Center. She conveyed our very unique set of trainings as though she had developed them herself. Her presentation style is engaging, clear, and she really keeps the attendees involved using humor. We are frequently stopped by staff members to be told how much her presentation was enjoyed and how much they learned. She makes sure that the audience connects with the important message that is being delivered. Barbara is prompt, reliable, uses feedback usefully. and makes adjustments to her presentation as she progresses. Her first presentation and her 49th presentation, as well as all the ones in between, were delivered with the same high-quality consistency that you want in a trainer. We categorically endorse her and could not have been happier with our choice in her for staff and manager training.”

**Anne La Borde, PhD, PsyD**

Outpatient Care Experience Leader, Los Angeles Medical Center

\*\*\*\*\*

"Barbara embodies customer service, with a contagious energy and spirit that you can't help but want to emulate. She has an amazing ability to connect with and inspire even the most resistant to change. In my work coordinating trainings at 14 San Francisco clinics, I can say with confidence that Barbara is a very special woman. Her ability to form an immediate and meaningful connection with all clinic staff, providers and leadership is admirable. Barbara has a spark that sticks with you long after the training has ended. She is incredibly inspiring, uplifting, informative and truly a master of her craft. She is incredibly easy to work with; communicative, flexible, and extremely reliable. The accolades received from our clinic staff and administrators speak for themselves. In quality and usefulness of training Barbara scores a 95% (aggregated data from the many clinics we worked with). Many have said it was the best customer service training they had ever attended. Recently, a staff member left the training and exclaimed, to no one in particular, "I feel great!" A provider described the training as, "Contagious." Another went as far as to rate the training a "10" on a scale of 1 – 5! Thank you, Barbara, for all you have done to improve the patient experience in so many clinics in our network. You have made a measurable difference in the care we provide our members, and the satisfaction of our providers, and clinic staff. San Francisco Health Plan was very lucky the day we found you!" Service Category: Business Consultant Year first hired: 2012 (hired more than once) Top Qualities: Great Results, High Integrity, Creative

**Suzanne Bruun**

Coordinator of Health Improvement Programs San Francisco Health Plan

\*\*\*\*\*

Barbara, you conducted an outstanding customer service and team building training/course for our department recently. You were an utmost professional at every step of the process, from initial discussions to preparation for training and the training itself. Your qualities of being deep and detailed and taking ownership from step one is exemplary. The value provided to the group exceeded our expectations! You are very consistent, reliable, and punctual, and your personality suits team building / customer service improvement exercises. We wish you the best in future endeavors!

**Vishal Mehta,**

VP- MIS Logistics and Customer Care - SynergEyes Inc Greater San Diego Area

\*\*\*\*\*

"Most sincerely, your presentation was truly wonderful. You make it useful and relevant. You use humor in a very skillful way, and it really made your talk wonderfully warm and entertaining. It's very "people" focused (if that's a proper description). You present (what can be) a very dry subject in a professional, yet wonderfully personal, way - engaging the audience as much wit and humor as has anyone I've ever seen. For someone your age, that is quite an accomplishment."

**Tom Sacco**

Partner Resolvency Consultants Huntington Beach, CA

\*\*\*\*\*

"Barbara Khozam's enthusiasm infuses audiences in ways caffeine can't. Her tangible tips and insightful anecdotes are laced with humor--keeping the audience engaged and inspired while they absorb valuable takeaways."

**Lisa Beezley-Lippman**

CareActors Manager Kaiser Permanente, Glendale, CA

\*\*\*\*\*

"Barbara Khozam is an amazing trainer and public speaker, and a subject-matter expert in the fields of customer service and interpersonal communication. Barbara knows how to connect with an audience and deliver training sessions packed with powerful, useable, relevant information. She is great to work with, and you can count on her to deliver outstanding results for your organization."

**Bob Potemski**

Training/Presentation Expert – Kansas City, MO

\*\*\*\*\*

Barbara is an excellent motivational speaker. She uses humor in a way that makes learning new skills totally enjoyable. She is not speaking at you but laughing with you. The tools that she brings to her audience inspire positive actions. She uses her comical timing; making valid points throughout her presentation. Barbara motivates people to improve their lives not just at work but at home by explaining how to get the best results from those you work with. She accomplishes her goals in the most professional manor by respecting her students and guiding them to become more successful.

**Jeanne Kestly**

Owner at Mission Design - San Diego, CA

\*\*\*\*\*

"Barbara Khozam is an outstanding trainer who consistently exceeds both client and participant expectations. Barbara's preparation, subject knowledge and training/presentation skills are exceptional. She connects with her participants, understands their needs, and tailors her training to make every training day informative, memorable and inspirational for each participant."

**Don Mowry**

Marketing, General Management and Sales Training Professional – Kansas City, MO

\*\*\*\*\*

I have had the pleasure of working with Barbara for over 5 years now and find her to be an amazing speaker/trainer/consultant in a variety of areas and topics. Her knowledge, enthusiasm and humor take audiences to the next level in learning and development. Barbara transfers knowledge in such a way that individuals enjoy learning and take away not only new tools and techniques but a renewed spirit. She is truly a joy to be around and I feel truly blessed to not only have worked with her but also to call her my friend.

**Kim Lewis**

Director of Educational Services at Prepare to Soar Training Center – Boise, ID

\*\*\*\*\*

“Barbara is a smart and creative trainer who makes learning a very real and personal experience for her clients. She delivers terrific information in an easy and entertaining way -- her humor is professional-level effective! She's always been a winner -- from the beach to the boardroom!”

**Bill Cowles**

Principal, Cowles Training & Communication – Kansas City, MO

\*\*\*\*\*

Barb, your willingness to jump in and help out doing whatever is needed to achieve success has been so valuable to us! Through your training sessions you have touched all of our employees and have motivated them to perform their best! You are a joy to work with and your contributions have been huge!! Thanks so much!

**Charlotte Lass**

Assistant Medical Group Administrator, Kaiser Permanente – San Diego, CA

\*\*\*\*\*

“Barbara Khozam’s strategies have the power to change businesses and lives! Her strategic customer service tips absolutely lead to success. She knows her stuff!”

**James Malinchak**

Featured on ABC’s, “Secret Millionaire” Founder, [www.BigMoneySpeaker.com](http://www.BigMoneySpeaker.com)

\*\*\*\*\*

...“The time whizzed by. It was very practical, down-to-earth, specific behaviors that we can do. Maybe we know about them before, but it’s good to get a review often. Barbara was friendly, down-to-earth, funny, smart, enthusiastic, and I felt like she was an expert.”

**Lynn Schiff NP**

Kaiser Permanente - San Diego, CA

\*\*\*\*\*

“It was really fun. Barbara was really knowledgeable and she motivated us to do better and to be here for our patients, their family and everyone who comes to Kaiser.” “...The training was amazing, excellent. It will add a lot to our careers and in our day-to-day work.” ...and we can apply this to our co-workers as well.”

**Deja Alexandrino RN**

Kaiser Permanente – San Diego, CA

\*\*\*\*\*

“WOW! Barbara Khozam could have been talking about marbles, a box of rocks or a public water fountain in New York City, and the audience would have not only been laughing but also learning and more importantly listening! From the beginning she managed to change my entire viewpoint on the seminar and on myself. Barbara Khozam is an incredible presenter... Thank you Barbara for a day well spent!”

**Monica Bingen**

Edward Jones – Bozeman Mt.

\*\*\*\*\*

“I thought you were really terrific...you were funny and inspirational and your topics were packed with good insights and ideas...I credit your seminar for my renewed enthusiasm at work. I’ve always enjoyed this job. But you helped put a fire back under me...As for you, you are an excellent trainer...Your audience interaction skills are strong.and (you) are absolutely hilarious... I just wanted to say thanks. Your presentation did me a world of good at home and at work!”

**Paul Lucero**

Wilson Sonsini Goodrich and Rosati – Palo Alto, CA

\*\*\*\*\*

“Barbara was engaging and entertaining. She provided us valuable information and techniques to use in our workplace. One of the best workshops I’ve attended!”

**Kathy Funakura**

Site Supervisor, Canyon Springs State Pre-School

\*\*\*\*\*

...“Thanks to Barbara for making it fun and helping us apply it to our situations. She was amazing. Informative, fun, entertaining. I want to hear her speak again at the next one!”

**Anessa Curtin**

Special Event Supervisor, The Ebell of Los Angeles

\*\*\*\*\*

“Barbara Khozam is the most personable, effective and fun program leader I have ever experienced. She uses humor to make the learning fun and memorable.”

**Colette Keeney**

Office Manager, Family Tree Services – Redding, CA

\*\*\*\*\*

“Barbara is an excellent trainer and speaker. Barbara is able to relate to everyone and have a resolution to different scenarios.”

**Phan Sooknetr**

County of Sacramento

\*\*\*\*\*

"I just wanted to let you know how much my life has changed just since attending the seminar..." "I have a new sense of being, my self-esteem has skyrocketed and it seems my coworkers and boss have a newfound respect for me. This is all thanks to Barb."..."I am so happy to have met Barbara and to have been taught by her. Her style of teaching is very invigorating. I hope you know what an asset she is to your organization."

**Sharon Houseworth**

Diamond Construction – Helena, MT

\*\*\*\*\*

"Barb was terrific! Riveting and creative with a real "you can do it" attitude. Covered the material and provided a wealth of additional tips and resources."

**Patrick Coplard**

IWMD – Santa Ana, Ca

\*\*\*\*\*

"Barbara is a very good speaker. She is well organized and gives a presentation relevant to everybody. Her upbeat and outgoing attitude is contagious and makes the seminar fun. I enjoyed it and would take another seminar from her. Thanks for making my day and money worthwhile."

**Jeffrey R. Hinton**

Manager – Photo Imaging Center – Sheridan, WY

\*\*\*\*\*

"This seminar was very informative. I enjoyed the professionalism of Barbara as well as her ability to give the solutions to situations where there seemed to be none."

**Hilda Falcon**

Vans, Inc. – Santa Fe Springs, CA

\*\*\*\*\*

"I would like to complement Barbara for a superb day. She is very fun, yet up-to-date knowledge wise. She presented her material in such a way that is was not only fun, but you went away with a sense of accomplishment for having attended her seminars. Something I have not felt in the past. ...Thank you, Barbara for all the wonderful ideas and information and for making us think outside our small circle of life, and into the vast realms of possibilities."

**Zona Savage**

Western Area Power – Phoenix, AZ

\*\*\*\*\*

Good morning Barbara, Thank you for your entertaining and informative seminar last week at the Circus-Circus in Reno, Nevada. I did enjoy it and brought from it what I hope to get at every educational seminar I attend, at least one nugget of wisdom which makes it worth the cost of admission. I have often thought of doing just what you do as an independent contractor but do not know if it would ever be financially feasible for me. The freedom and flexibility are appealing but seeing a participant "get it" would be the most fun for me. Where does this long ramble take me? Hopefully you can tell me about the financial rewards with a company like SkillPath. Thanks again for your assistance and facilitation of the training. The time flew by and your animation helped to bring the material alive.

Warm Regards

**Stephen J. Theriault**

Sales and Business Development Manager Construction & Special Markets Calculated Industries

\*\*\*\*\*

Hi Barbara, just wanted to thank you for your presentation today. I really enjoyed it. Your energy is great and your wisdom is right on. It's all about attitude!! Our club can get a little rowdy and is always fun. I hope we didn't get too out of hand!! Not too sure if you have considered Rotary, but we are always looking for new members that can contribute. Thanks again and forward those slides when you can.  
YIR

**George Beitner**

All Star Signs Inc. CA Lic 774217

\*\*\*\*\*

Barbara, your talk with us completely met and exceeded my expectations. Thank you so much again. I had several people compliment me on choosing you as our guest speaker. I have a question for you, related to a point you made during the evening about being assertive vs passive or aggressive. I know I can swing both ways depending on my mood and amount of patience... It's funny I've tried both approaches with varying results. So, the situation is how to effectively handle finding out why people who didn't show up for last night's meeting without being too soft about it or have it come off as a scolding? What do you think?

**Heidi Reilly**

Goodrich Aerostructures Division R&D Emerging Technology - Project Engineer

\*\*\*\*\*

Barbara Khozam is one of the most passionate people when it comes to improving businesses. Her happiness is contagious and her valuable tips play an important part of making happy employees and happy customers. She is someone we recommend over and over again to every business we meet. Instead of getting upset when we have a negative experience with a company, we simply refer Barbara. Barbara has definitely earned the title of "Mrs. Happy Pants". She is a MUST HAVE resource for any company looking to stand out and truly "delight" their customers.

**Sabrina Gibson**

Speakers Show and Tell

\*\*\*\*\*

I had the distinct pleasure to attend a luncheon where Barbara was a guest speaker. She was engaging, humorous and had everyone in the room actively participating throughout the room. It was a rewarding experience.

**Patrick Osio III**

EDCO Waste & Recycling Services, Inc.