



## INTRODUCTION

Rob Bell began teaching his Customer Service and Communication Techniques early in his tenure as the Personnel Development - Education & Training Director for Dick's Supermarkets, Inc. He is "a recovering CPA" who worked as the Accounting Manager for a large transportation company before becoming Dick's Supermarkets' go-to-guy for education. He has also worked as an auditor, and an accounting instructor at the University of Wisconsin – Platteville.

Rob has earned the prestigious designation of Certified Speaking Professional. He is a past president of the National Speakers Association - Wisconsin Chapter as well as the author of the book "Beyond Paper or Plastic – 8 Items or Less to Remarkable Service."

Rob's insight on both external and internal customer service rings true to all who hear him. He truly is the Bell you Ring for Service.

It is my pleasure to introduce Rob Bell