



PRESS RELEASE

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Contact: Lori Brown
The Results Companies
954.926.4125
Lori.Brown@resultstel.com
TheResultsCompanies.com

Ron Kaufman, World's Leading Educator and Motivator for Uplifting Customer Service and Building Service Cultures, to Highlight 2016 Partnership for Performance Executive Summit

FORT LAUDERDALE, FLORIDA, January 14, 2015 – The Results Companies recently announced that Ron Kaufman, best-selling author and the world's leading educator and motivator for uplifting customer service and building service cultures, will be a featured presenter at the upcoming 2016 Partnership for Performance Executive Summit taking place May 11 - 13, 2016 at The Ritz-Carlton Naples Beach Resort in Naples, Florida.

Rated one of the “*Top 25 Who's Hot*” speakers by *Speaker Magazine*, Ron presents powerful insights and best practices based on his 20 years of experience working with global brands. His energetic keynote speeches and workshops have inspired millions. He is author of the *New York Times* and *USA Today* bestseller, “*Uplifting Service! The Proven Path to delighting Your Customers, Colleagues and Everyone Else You Meet*” and 14 other books on service, business and inspiration. Ron is also the founder of UP! Your Service, a company that empowers leaders and organizations to build uplifting service cultures for sustainable advantage. Ron's experience and passionate commitment to results have been distilled into proven methods to help clients upgrade service performance and build strong service cultures. His unique approaches to learning and leadership have been featured in the *New York Times*, the *Wall Street Journal*, and *USA Today*.

Guided by the theme of “Delivering Customer Experience Excellence through a Superior Service Culture,” the 2016 summit will explore the 12 building blocks of a superior service culture and provide attendees with the actionable tools, principles and understanding to create sustainable and differentiating Customer Experience strategies.

For more information about the 2016 program, visit TheResultsCompanies.com/2016ExecutiveSummit.

About The Results Companies

For more than 20 years, The Results Companies has served as a premier global Customer Experience provider for Fortune 500 companies and uniquely designed, built and operated award-winning call centers that have set the standard for innovative customer-focused contact solutions. We offer a full range of services that include customer service, acquisition, enrollment, retention, membership support services and transaction processing to outbound sales and retention campaigns. Entrusted with over 46,000,000 relationships a year, our success and proven ability to respond to our Partner's growth has enabled us to expand our global footprint. With over 12,500 employees in 22 locations in the United States, Philippines and Latin America, The Results Companies' expertise extends beyond call centers. We're experts in representatives, analytical technologies, brand fulfillment and creating strategic advantages for our Partners. Visit TheResultsCompanies.com to learn more.