



Toister Performance Solutions, Inc.

## About Jeff Toister

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Jeff Toister is a customer service expert who has helped companies serve customers at the highest level for more than 20 years.



Jeff is the author of *Service Failure: The Real Reasons Employees Struggle with Customer Service and What You Can Do About It*. Using examples from well-known companies, real stories from frontline employees, and the latest scientific research to highlight the challenges customer service employees experience every day, *Service Failure* delivers straightforward solutions for overcoming these obstacles.

He is also the President of Toister Performance Solutions, Inc., a consulting firm that helps companies improve customer service. His clients include Fortune 500 firms, mid-sized companies, municipal agencies, nonprofit organizations, and even small businesses like his local plumber. His innovative solutions have helped clients improve customer satisfaction, sales, and efficiency.

Prior to starting his own business in 2005, Jeff worked as a corporate training director, customer service manager, customer service trainer, and even a frontline employee over the course of his career.

Jeff is also a nationally recognized employee training expert. He has spoken at conferences and events throughout the country and has even been featured in two advertising campaigns to promote the benefits of the training industry's professional certification. He is a Past President of the San Diego Chapter of the American Society for Training and Development where he is a recipient of the WillaMae M. Heitman award for distinguished service and a two time winner of the President's Choice Award for service to the Chapter President.

He holds a Certified Professional in Learning and Performance (CPLP) credential from the American Society for Training and Development and a Professional in Human Resources (PHR) certification from the Human Resources Certification Institute. He has a Bachelor of Science in Business Administration from Boston University.

Jeff now lives in San Diego, California, and serves clients throughout the United States.