

# **Eli Goldstein**

**Senior Consultant at Customaline (Pty) Ltd**

Sandton, GP, ZA

Experienced, innovative speaker on Sustaining Customer Satisfaction

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## **Availability**

Keynote, Panelist, Workshop, Corporate Training

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## **Industry Expertise**

Management Consulting, Professional Training and Coaching, Consumer Goods, Information Technology and Services, Agriculture and Farming, IT Services/Consulting, Telecommunications, Legal Services, Business Services, Media - Broadcast

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## **Areas of Expertise**

Sustainable Customer Satisfaction, Customer Experience or Relationship, Customer Information Technology

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## **Sample Talks**

### **Sustainable Customer Satisfaction**

The role of top management in ensuring the focus of the organisation on issues relating to customer satisfaction. An executive view of the elements of People, Process, Information, Technology and Culture on ensuring an orchestrated approach to sustaining unexpected customer experience outcomes to promote sustainable customer satisfaction and loyalty.

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## **Education**

**University of Pretoria**

B Sc (Agric) Animal Science

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