



# OPERATIONS SERVICE SYSTEMS

## COMPANY OVERVIEW

OSS is a Professional Development & Management Training firm **celebrating 29 years in business!** **Our expertise is in the areas of Selection, On-boarding, Coaching & Developing employees to reach their full potential.** Our goal is to provide you with the products and services that best fit your needs. **Helping you find a talent development solution is our number one priority!**

**You can't manage what you don't measure!** We incorporate process redesign, productivity analysis, standards and systems into our training. Our results-driven programs and measurement systems raise and sustain superior levels of Service and Performance. **Our strong operations & industrial engineering background differentiates us from traditional training organizations!**

## AUTHORIZED PARTNER



## PRODUCTS & SERVICES

### Talent Assessment Tools

- Everything DiSC Workplace®
- Everything DiSC Work of Leaders®
- Everything DiSC® Management
- Everything DiSC 363® for Leaders
- Everything DiSC® Productive Conflict
- Everything DiSC® Sales
- The Five Behaviors of a Cohesive Team™
- PXT Select™— A Unique Selection Assessment & Talent Development Tool



### Customized Training Workshops

- Teamwork – The Single Most Untapped Competitive Advantage
- Work of Leaders – Vision, Alignment & Execution
- Managing for Results – Bring Out the Best in Each Employee
- Executive Coaching – Introducing A New Kind of 360°
- Productive Conflict – Harness the Power of Workplace Conflict
- Personal & Professional Service – Building Customer Relationships
- Presentation Standards – Delivering Excellence

## COMMERCIAL EXPERIENCE

Aristocrat Technologies	Macy's	Procter & Gamble
Phillips Edison & Company	Scientific Games	General Electric
Sony Electronics Inc.	Fifth Third Bank	Everi
The Coca-Cola Company	Honda of America	Tri-Health
Avanir Pharmaceuticals, Inc.	Southwest Gas	Hylant
MGM Resorts International	Okidata	Thermo Fisher Scientific

## PUBLIC SECTOR EXPERIENCE

The Ohio State University	The Cincinnati Zoo & Botanical Garden
UNLV University Libraries	MTA Metro North Railroad
Weber State University	Maxwell AFB – Gunter Annex

## Capabilities Statement

### Industry Codes

NAICS Code: 611430  
SIC Code: 8742  
UNSPSC: 86000000

### Certifications & Awards



#246208



June 20, 2011

WOSB Certified #W100006

*WOSB Certified*

Diamond Level Status 17 Years  
Partners in Publishing Award

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### Author

Personal & Professional Service  
Presentation Standards: Delivering Excellence

### Publications

T&D Magazine: Behavioral Based Training: Improving Relationships Through Communication = Increased Sales

**ATD GREATER LAS VEGAS CHAPTER PRESIDENT 2018 – 2019**

## OUR RESULTS SPEAK FOR THEMSELVES

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*"Having worked with Sue over ten years, I can recommend Sue as the ultimate professional. She has a deep knowledge of her craft, and **always acts with my best interests** in mind. It is truly a pleasure doing business with Sue and her company."*  
Paula Cobb, M.Ed Assistant Vice President, Learning Client Manager at Fifth Third Bank

*"I've had the pleasure of working with Sue for over seven years now. She is our partner for all things DiSC. Sue is very professional, extremely knowledgeable, and has a wonderful sense of making learning interesting and fun. I've come to count on Sue not only for her outstanding customer service, but as a trusted adviser for learning and development solutions. I would whole heartedly recommend Sue to anyone looking for performance or leadership answers for their company."*  
Vicki Dalzelle, Director of Learning & Development, Phillips Edison & Company

*"I have worked with Sue for 15+ years and continue to be amazed with her knowledge and understanding of the Everything DiSC products. She is quick to respond to questions and situations and recommends solutions that are easy to administer and provide for relevant, real-world application. I plan to continue my partnership with Sue for many years!"*  
Sara A. Eschels, Talent Manager, Hylant

*"Sue is highly effective in training people on understanding DiSC behavioral characteristics of colleagues and clients alike. Her training has benefitted our organization in **improving customer perception** of our service through dealing with difficult customer calls in a very humanistic yet factual basis." **Top qualities:** Great Results, Personable, Expert*  
Dan Wiersma, SVP Service Platform at Sony Electronics (retired) Principal, My Gray Matters

*"I used the excellent training services of Sue Beyer and her company, OSS, for some 10+ years across two major corporations and was exceptionally pleased with the results. **Substantial improvements in overall customer satisfaction, professionalism, and in general employee morale were realized across the board.** I would recommend Sue, and her training program, to any company that has direct interface with their customers."*  
Ron Bassett, Director, Customer Satisfaction & Services, NA (retired) Oki Data Americas, Inc.

*"I have been doing business with Sue for over 15 years for two simple reasons: She NEVER drops the ball and is ALWAYS there when you need her. She **epitomizes customer service** and has set a standard no one else can meet."*  
Jim Panzl, Sales Development Specialist, General Electric

*"This is one individual that I can highly recommend for training and consulting services. Specifically, I have used her in NY, NJ, Houston, AOC and Dunwoody. She is probably the **best in the country** when it comes to her customer service training program."*  
William A. Wickham, Corporate Director, Workplace Services, The Coca-Cola Company

## SELECTED ACCOMPLISHMENTS

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### **Fifth Third Bank — 1998 to Present**

- Designed, developed and implemented sales courses for sales representatives and follow-tools for managers
- Provided Train-the-Trainer Sessions, Facilitation & Participant's Materials for Leadership Development & Team Development

### **Scientific Games — 2007 to Present**

- Designed, developed and implemented Consultative Selling training session
- Provided Customer Service training for all technical help desk personnel
- Provided Presentation Skills: Delivering Excellence for all trainers, presenters and sales representatives
- Conducted Executive Coaching Sessions

### **Thermo Fisher Scientific — 2012 to Present**

- Designed, developed and implemented two sales courses for the Sales Academy Track

### **Sony Electronics, Inc. — 1996 to 2008**

- Trained over 1000 people across the country in various positions in Customer Service — Phase I, Phase II and Phase III which resulted in increased Customer Satisfaction & Team Building – **increased the category of Courtesy by 25%**
- Facilitated coaching sessions one-on-one, with teams and senior level management
- Led a Customer Experience Audit Team over 4 months to improve the Customer experience at all Customer touch points

### **Oki Data Americas, Inc. — 2000 to 2007**

- Trained Call Center/Technical Help Desk in Customer Service and Performance Improvement
  - **Raised Overall Customer Satisfaction score significantly – 79% to 90%**
  - **Raised Professionalism score significantly – 75% to 96%**

### **The Coca-Cola Company — 1996 to 2009**

- Trained over 1000 people in the New York/New Jersey area during the conversion of a distributor buyout to company owned facilities
  - Created a start-up telemarketing department, which expanded into training and coaching all personnel in Customer Service
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## WBEC-WEST REGIONAL FORUM CHAIR NEVADA – 2012 & 2013