



## Toister Performance Solutions, Inc.

CUSTOMIZED TRAINING AND PERFORMANCE IMPROVEMENT SOLUTIONS

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### ***Toister Performance Solutions, Inc. Fact Sheet***

**Address:** 5694 Mission Center Road, #264  
San Diego, CA 92108

**Phone:** (619) 955-7946

**Website:** [www.toistersolutions.com](http://www.toistersolutions.com)

**Company Profile:** Toister Performance Solutions, Inc. (TPS) is a training and consulting company that promotes top employee performance and helps clients improve customer service. TPS has helped thousands of high-level professionals reach peak performance through employee-training classes, leadership development programs and management consulting services. TPS offers meaningful solutions that lead to real results by providing clients with personal attention and delivering value without generating unnecessary fees. TPS does not sell the same solution for every problem; rather, the vision is to be a preferred business partner who helps clients find the right tools to improve performance.

**Mission:** Toister Performance Solutions helps clients improve customer service and employee performance.

**History:** Jeff Toister founded Toister Performance Solutions in 2005 after spending more than 10 years as a corporate trainer and human resources professional.

#### **Leadership**

**Jeff Toister, CPLP, PHR**

**Jeff Toister** – Founder, President, CEO of Toister Performance Solutions, Inc.

Jeff Toister, CPLP, PHR, is a nationally recognized employee-training expert who has been leading training sessions on supervisory skills and customer service for more than 15 years. He works with small to large corporations (\$1 million to \$1 billion in annual revenues) in a variety of industries including: high-tech, biotech, agricultural, service, hospitality, call centers, and nonprofits. Toister guides training participants through authentic, practical examples, providing tools and concepts that can be immediately implemented into everyday practice. He uses needs analysis and evaluation methods to focus his training programs on achieving measurable results. Toister also consults in other facets of organizational development such as employee selection, employee training, job design and leadership development.

For more information visit [www.toistersolutions.com](http://www.toistersolutions.com).

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### *Toister Performance Solutions, Inc. Background*

In 2005, Jeff Toister created a seminar and performance consulting company, Toister Performance Solutions. TPS is dedicated to offering skilled training for employees at all levels to improve customer service and boost overall company productivity and profitability. TPS works with organizations that are committed to being leaders in their industry and promotes value for clients by helping them differentiate themselves through delivering world-class customer service and maximizing productivity.

“Every company experiences a gap between what they ask their employees to do and what their employees are actually doing. The best companies are committed to identifying that gap and making it as small as possible. We help those companies get there,” states Toister.

Jeff Toister’s vision is to be a preferred business partner for clients who want to improve customer service and employee performance. “We work with you to understand your goals before proposing a solution,” says Toister. This allows TPS to customize an approach and add value that fits the individual client’s needs. Toister personally supervises each project to ensure client satisfaction.

TPS helps clients in 3 main areas:

- Training Programs: We train employees to utilize their full potential – at any level
- Leadership Development: We help leaders get the most out of their team
- Performance Consulting: We help solve performance challenges so you can maximize results

Once you experience the quality of customized training and performance improvement provided by Toister Performance Solutions Inc., you will use these techniques for a lifetime. TPS is 100% committed to taking your service to the next level and maximizing your employee productivity.

### **Services Available:**

- ❖ **Employee Training** - custom workshops to meet your customer service and performance improvement needs. Our participant-centered training classes are fun, interactive and focused on performance. We even help you measure results and sustain progress after the training is complete.

Workshops include:

- **Delivering Next Level Service:** Our core customer service training program
- **Getting Started as a Supervisor:** Basic skills training for new supervisors
- **Performance Management:** Maximize your team's performance
- **Hire Right!:** Interviewing Skills Training
- **High Performance Evaluations:** Write and deliver effective performance evaluations
- **Sexual Harassment Awareness:** Compliant with California's AB1825 law
- **Time and Priority Management:** Improve your personal effectiveness

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- ❖ **Leadership Development** –develop the leadership your organization needs to deliver world-class customer service and maximize employee productivity.

We offer a wide variety of leadership development services in addition to our training programs:

- Performance appraisal design and development
- Talent management and succession planning
- Coaching

- ❖ **Performance Consulting** –*guides you to design, develop and implement sustainable business solutions to maximize customer service and employee performance.*

- **Customer Service Assessment:** During a 90-minute assessment, we offer extraordinary insight to your organization's customer service capabilities and will receive a set of easily implemented recommendations to improve customer service.
- **Employee Engagement Assessment:** During a 90-minute assessment, you will receive a set of easily implemented recommendations to improve employee engagement that will ultimately improve productivity and profitability.

Performance Improvement Case Study:

We help create straightforward solutions to performance challenges.

**Example:** A small organization controlled access to their office suite through an intercom system. The Office Manager was responsible for using the intercom to screen visitors. However, a problem was occurring when the Office Manager was at lunch or had the day off. Other members of the office staff were not following proper security procedures when covering for the Office Manager.

The solution? We put a small sign above the intercom that outlined the procedure used to screen visitors. Performance immediately improved to a desired level.

### Additional Areas of Expertise:

- Call center performance
- Technology implementations
- Hospitality and retail performance

Every company strives to encourage peak performance from their key leaders. Toister Performance Solutions promotes the value of proper training for your supervisors to boost overall company productivity and profitability. We welcome you to contact us and give your leaders the skills they need to succeed.

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### Jeff Toister BIO

**Jeff Toister** is a results-driven workplace learning and performance professional with a proven track record of success. He has over 15 years of training and development experience in a variety of industries including hospitality, call centers, and nonprofits. In 2005, Jeff founded Toister Performance Solutions to help client organizations improve customer service and employee performance.

His areas of training expertise include customer service and performance improvement. He uses needs analysis and evaluation methods to focus his training programs on achieving measurable results. Jeff also consults in other facets of organizational development such as employee selection, employee training, job design, and leadership development.

Jeff was the Director of Training and Development for Ace Parking Management, Inc. prior to starting his own business in 2005. Ace had 4,200 employees, though his primary audience was its nearly 200 executives, managers, and supervisors. Jeff and his team managed all aspects of training and development at Ace including new hire training, leadership development, human resources training, and customer service. He also provided internal consulting services to help operations improve performance.

He has worked with organizations both large and small in addition to Ace Parking. His background includes working for three catalog companies such as Chadwick's of Boston, where he ran the call center training team for two large call centers. He started his training career with AIESEC, an international nonprofit organization that provided its clients with international recruiting services.

Jeff is currently an active member of several professional organizations. He is a Past President of the San Diego chapter of the American Society for Training and Development (ASTD) and is an active member of the national ASTD organization. Other affiliations include an advisory board position for the Contact Center Professionals Network and memberships with the National Human Resources Association and the Society for Human Resource Management. He also serves as a volunteer trainer for Nonprofit Management Solutions, an organization that provides training and consulting services to nonprofit organizations in the San Diego community.

In December 2006, Jeff earned a Certified Professional in Learning and Performance (CPLP) credential from the American Society for Training and Development. In 2004, he earned a certification as a Professional in Human Resources (PHR) through the Human Resources Certification Institute. He also holds a Bachelor of Science in Business Administration from Boston University.

With the current economic challenges, Jeff Toister helps business professionals understand the specialized needs of today's customer service and employee performance. If you would like Jeff to speak or train at your company, contact Toister Performance Solutions, Inc. at 619-955-7946 or [www.toistersolutions.com](http://www.toistersolutions.com)

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