



Webinar Replay & Chat Room Contents Feb 19th, 2021

A free benefit of being a member in the International Speaker Network is to be able to attend these monthly webinars - including getting to hear expert speakers from around the world!

On our call for Feb 19th 2021, we heard from Claire Boscq-Scott on "**Customer Perception is not a Mystery**".

On today's call Claire gave us the Good, the Bad and the "Exceptional" when it comes to providing good customer service in our own business. Then we got to hot seat with Veronica on her upcoming membership program.

Enjoy the replay and we'll see you on the next ISN Webinar on Tuesday, March 2nd 2021 – 4:00PM to 5:00PM PST

For upcoming webinar dates and info about the Int'l Speaker Network go to <http://www.iSpeakerNetwork.com>.

See you all on the next one!! ~ Katrina Sawa, The Jumpstart Your Biz Coach, Speaker and International Best-Selling Author of *Jumpstart Your New Business Now* and author of *Love Yourself Successful* PLUS your meetup organizer!

<http://www.JumpstartYourbiznow.com>

The ISN Presents...
Claire Boscq-Scott
Customer Perception is not a Mystery
Fri, Feb 19, 2021
9:00-10:00 am PST
www.iSpeakerNetwork.com

WEBINAR
International Speaker Network
www.iSpeakerNetwork.com

2/19/21 CHAT ROOM CONTENTS:

00:18:16 Yvonne A Jones: I am Yvonne A Jones, Relationship Marketing Strategist and Business Coach. I support female coaches and leaders 50 and Wiser in growing their business with courage and confidence and building strong customer relationships so they create a greater impact, make more money, and have more FUN in their business. If you're not having fun in your business, what's the point? My mantra is Focus on Relationships, the Money Will Follow.

<https://50andWiserCoaching.com>

<https://YvonneAJones.com>

email: Yvonne@YvonneAJones.com Phone: 772.342.1034

00:18:55 Lisa DeToffol: Lisa DeToffol

Certified Virtual Assistant

Specialization: Follow Up & Relationship Management

Business Name: Tiger Eye Solution

Email: lisa@tigereyesolution.com

Website: www.tigereyesolution.com

Phone: 864-274-3053

00:20:34 Rachel S. Heslin: Rachel S. Heslin logging in from Southern California. :)

I help people embrace all parts of their TRUE selves so they can live happier, more successful, and more deeply fulfilling lives.

rachel@thefullnessofyourpower.com

<https://www.linkedin.com/in/rachelsheslin>

The Fullness of Your Power — release your fears and step into your glory

<http://thefullnessofyourpower.com/>

I am currently the author of two books:

Navigating Life: 8 Different Strategies to Guide Your Way
and

Rituals of Release: How to Make Room for Your New Life

I would love to contribute to any podcasts that focus on mindset, psychology, happiness, success, and loving yourself. (I have links to a few of my previous interviews/presentations on my website <http://www.thefullnessofyourpower.com/articles>)

00:21:37 Katrina Sawa: Here is the page to find the Int'l Speaker Network recordings, chat notes, place to apply to be a speaker, Facebook group link, etc.:

<http://www.iSpeakerNetwork.com>

Our Int'l Speaker Network Facebook group is here:

<https://www.facebook.com/groups/ispeakernetwork>

The meetup group for ISN is here (RSVP for events here):

<https://www.meetup.com/internationalspeakersnetwork>

00:21:58 Veronica Lee: Veronica Lee, Transformational Visionary, Speaker, Writer, Mystic and Mentor

<https://veronicalee.tv>

veronica@veronicalee.tv

I guide people back to their soul truth, their inherent power and essential joy through mentoring, intuitive readings, speaking and writing.

00:24:09 Veronica Lee: TODAY at noon PT, I have two spots left in my Soul-In-Formation group mentoring (via Zoom).

Details and sign up here: <https://conta.cc/3uegSq9>

00:24:50 Yvonne A Jones: My colleague and friend Yvonne A Jones is hosting a webclass on Wednesday, February 24, 2021 at 3:00pm EST/12:00PST: How to WOW Customers So They Become Your Loyal Fans. Register at:

<https://50andwisercoaching.com/webinar-registration-wow/>

00:27:50 Barbara Ingrassia: BARBARA INGRASSIA

<https://managecopyright.com>

barb@managecopyright.com

508-277-0709

Speaker, Workshop Facilitator, Digital Content Licensor

YOU have a Goldmine!

Grab my free guide: 5 Steps to GUARD YOUR GOLDMINE

<https://GuardYourGoldmine.com/5steps>

LinkedIn: <https://www.linkedin.com/in/BarbaraIngrassia>

NEW COURSE COMING IN MARCH:

Guarding Your ONLINE Goldmine: 6 steps to minimizing online content theft (6 weeks)

00:29:15 Laura Long: Conversations with experts, this week is Dr. Michelle P hosted by Coach Laura Let's talk about how crowded it is with that elephant in the room taking up our joy space.

Whether struggling as individuals, or in our families, businesses, and communities we are weighted down from the past year.

From the personal to the global losses, we could use some help shifting back to a little more joy.

We have an expert on this subject to help us.

Join in on the conversation with Dr. Michele Peticolas as we explore making more space for joy.

Free signup : <https://1call.as.me/grouptalk>

00:29:41 Frances W Greenspan: Frances W Greenspan, Animal Communicator and eBay Guru

www.FrancesWGreenspan.com

FrancesWGreenspan@gmail.com

My favorite clients are rescues assuring them they are in their forever home - this helps them to relieve anxieties and fears of being left, hungry or unloved.

I also love speaking with those pets that have crossed over – helping the client left behind who may be questioning if they are ok or if they did the right thing for them.

All my sessions are via phone and zoom - I am located in Orange County, California

Practice Remote Readings – Virtually via Zoom

Sunday, February 21, 2021 · 2:00 PM - 3:00 PM PST

<https://allevents.in/online/practice-remote-readings---virtually-via-zoom/80001599318642>

Animal Communication Demo Q & A Sunday February 28, 2021 at 2pm - \$25

<https://allevents.in/online/80002787752361>

Journaling Your Truth: Channeled Writing from Your Spirit Guides - Sun Mar 7, 2021 at 11am

<https://allevents.in/online/journaling-your-truth-channeled-writing-from-your-spirit-guides/80001568209933>

00:29:59 Frances W Greenspan: On Saturday, February 27, 2021, from 10:00am PST to 1:00pm PST, I am offering my How to Sell on eBay 3-hour class for \$59 per person. Included for every student is my "How to sell on eBay Workbook" (Value \$25). <https://allevents.in/online/learn-how-to-sell-on-ebay-virtual-via-zoom/80003430597154>

00:30:09 Grace Gwitira: Dr. Grace Gwitira (author, speaker, trainer and coach).

I help leaders, experts, entrepreneurs in areas of book-writing training and coaching, ghostwriting; leadership and emotional intelligence training and coaching

CONTACT: support@drgracegwitira.com; 8177057869

SCHEDULE: <https://calendly.com/drgracegwitira/30-minute-discovery-call>

FREE DOWNLOAD: <https://dr-grace-gwitira.ck.page/130e6ab271>

Need: JV partnerships & Speaking Opportunities

00:31:21 Desi B: Desiree Bolin

CEO Virtually Sourced Solutions LLC

Cell: 509-560-3770

Email: db@v-s.biz

LinkedIn: www.linkedin.com/in/virtuallysourced

Instagram: @virtuallysourced

Website: www.v-s.biz

Scheduling: www.calendly.com/v_s/

00:31:50 Lisa DeToffol: I have already started sharing about your book for 2021

00:32:21 Katrina Sawa: Hi everyone, I'm Katrina Sawa, speaker, 7x Int'l best selling author w/ 11 books plus 18+ year business coach... I live in the greater Sacramento CA area - I love motivating, educating and inspiring entrepreneurs on how to jumpstart their businesses, make more money, get more clients, tweak and shift what you're doing right now or how to do things differently so you can be more productive, profitable and impactful. I offer 1on1 coaching, my Live Big Mastermind, live events, virtual trainings and a bunch of FREE trainings for entrepreneurs here:

<https://www.JumpstartYourBizNow.com/freetrainings>

I'd love to do connect calls or JV with anyone who has similar interests or entrepreneurial clients where we can possibly refer business to one another. Contact me:

katrina@jumpstartyourbiznow.com

916-872-4000

If you want to talk about getting support to jumpstart YOUR BUSINESS, your marketing, monetizing more, etc., please go here instead: <http://www.AskKat.biz>

00:33:16 Barbara Ingrassia: Jumpstart 1 book was fun. My chapter: Jumpstart Your Intellectula Properth

00:34:20 Lisa DeToffol: Jumpstart Your ____, vol 3, was AMAZING to be a part of.

00:35:22 Laura Long: I would like to talk with experts at Family Constellations if you know anyone or are one can you email me at Hello@LauraLong.pro. I would like to have them on my "talk with experts" events.

00:35:27 Frances W Greenspan: Julia Roberts I- Pretty woman

00:35:38 Katrina Sawa: I love that movie!

00:35:52 Mystery Shopping Queen: Do you know how you are really performing in fulfilling your services so you can have more loyal and happy clients? Need some help figuring it out?

<https://www.clairebosqcscott.com/>

Connect with me for a discovery coaching call and see how you can increase your customer loyalty..

<https://calendly.com/claire-bosqc-scott/discovery-call>

Want some CX Freebies?

<http://eepurl.com/beJFZ1>

No 1 Amazon Best Seller for my new book The Secret Diary of a Mystery Shopper, YEAH!!

<https://www.amazon.com/dp/B08GKWLJGC>

00:35:58 Katrina Sawa: I'm looking for connections to or with people who:

- Need help with marketing, getting clients, promotion or growing your biz
- Are trying to create online programs
- Want to become an author - I have the Jumpstart Your _____ book, compilation opportunity every year

<https://jumpstartyourbiznow.com/jumpstartcompilation/>

- Want to get more clients from Zoom events - I show people how to effectively network, work the room and make easy yes offers, the program I'm starting this month is Jumpstart Your Networking, info here:

<https://jumpstartyourbiznow.com/jsynetworking/>

- Want to monetize speaking opportunities or get started speaking more or even applying TO SPEAK, I run the Int'l Speaker Network <http://www.iSpeakerNetwork.com>

- Are starting up new businesses or shifting, needing a plan/direction/focus

00:36:33 Katrina Sawa: 95%

00:36:34 Veronica Lee: 90%

00:36:36 Desi B: 70%

00:36:41 Grace Gwitira: 85

00:36:48 Katrina Sawa: There is a great event this weekend, for networking, learning, collaborations and yes, it's free. I'm a speaker, there are a few speakers but only 15 min talks so give you bite-size info. here's where to go register - see you there! <https://wheredreamsconnect.com/>

00:37:03 Desi B: 63

00:37:04 Katrina Sawa: 70

00:37:06 Grace Gwitira: 79

00:37:09 Barbara Ingrassia: 93

00:37:26 Desi B: 7

00:37:29 Katrina Sawa: 25

00:37:29 Esther Shelley: =====

Esther Shelley

Business & Networking Strategist

I help coaches and wellness practitioners get more discover calls on Facebook without ads, lead magnet or landing page. If you

know anyone who is sick and tired of the multi tech strategies and the huge learning curve of most courses and programs before you can start making money, I'd appreciate the referral!

Are you interested in exploring being interview on a summit?

Topic: Build your Business NOW!

Do you have something you can say to help people get clients NOW - 3-5 action steps people can do now. Blow them away with your brilliance!

I am interviewing those who are interested. Please book your interview time here.

<https://bit.ly/want2chat>

=====

00:37:34 Laura Long: 20
00:37:34 Katrina Sawa: 25
00:37:35 Veronica Lee: 54%
00:37:37 Desi B: 7
00:37:39 Barbara Ingrassia: 40
00:37:43 Grace Gwitira: 45
00:38:15 Laura Long: trust, service
00:38:30 Veronica Lee: 6x more than retention.
00:38:35 Esther Shelley: didn't get what I needed, or realized we weren't in sync anymore
00:38:44 Katrina Sawa: a lot
00:39:33 Katrina Sawa: no it's fun and unique
00:39:37 Katrina Sawa: the wig, etc
00:39:53 Desi B: I LOVE it Claire!
00:40:36 Katrina Sawa: I'm looking for authors for the 2021, Jumpstart Your ____, Vol IV compilation book

... it's a collaboration of stories and chapters where each author writes about the topic and expertise that YOU have, so JSY Sales, Mindset, Health, Fitness, Gratitude, Social Media, Mindfulness - whatever you SELL you write about and then use the book as your marketing tool to get them to go to your website. If you know anyone who wants to become an author right now and find an EASY way to make this happen this year, then this could be a good option! Anyone know anyone who

might be interested? I pay commission for referrals!
<https://jumpstartyourbiznow.com/jumpstartcompilation/>

00:41:45 Katrina Sawa: I used to mystery shop restaurants back in the 90s!! it wasn't that great cuz I usually got jobs going to crappy buffets!

00:51:00 Veronica Lee: I remember this incident. YET United is STILL in business... sadly.

00:51:54 Katrina Sawa: FYI I don't see a lot of you had RSVPd on the ISN meetup page today, so please make sure you're in that group so you get the special emails just for this group plus you can network AFTER each call with attendees over here, it's efficient.

<https://www.meetup.com/internationalspeakersnetwork/>

00:52:54 Katrina Sawa: Get ready to ASK CLAIRE QUESTIONS when she's done!

00:53:02 Laura Long: I have a call coming up. Thank you ladies and Mystery Shopper.

00:55:46 Katrina Sawa: Also.... who's ready for a hot seat today? Have something you need some input on in your biz? Get ready to raise your hands when we get to that... last few min of the call. Meanwhile... post anything you have to invite us to.

00:56:28 Katrina Sawa: 100%

00:56:32 Barbara Ingrassia: 9

00:58:29 Frances W Greenspan: I have to go - thank you - see you again soon

00:58:47 Katrina Sawa: anyone have questions for Claire about how to increase your customer experience?

01:00:51 Yvonne A Jones: I invite you to my Free Teleclass "How to WOW Customer So They Become Your Loyal Fans"

01:01:18 Desi B: So great Claire! Excited that your energy is a part of my network. Let's talk again soon!

01:03:19 Yvonne A Jones: I invite you to my Free Teleclass "How to WOW Customer So They Become Your Loyal Fans" on Wednesday, February 24th at 3:00pm EST. Register at:

<https://50andwisercoaching.com/webinar-registration-wow/>

01:04:16 Katrina Sawa: Claire's freebies:
<http://eepurl.com/beJFZ1>

01:04:46 Veronica Lee: LAST CHANCE in just two hours:
Get personalized insights for a focused 15-min. reading of your system/self/soul as well as tools to move you forward on your journey toward truth, empowerment and wellness: TODAY at noon PT, I have two spots left in my Soul-In-Formation group mentoring (via Zoom). Details and sign up here:
<https://conta.cc/3ueqSq9>

01:05:08 Mystery Shopping Queen: Do you know how you are really performing in fulfilling your services so you can have more loyal and happy clients? Need some help figuring it out?
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<https://50andwisercoaching.com/webinar-registration-wow/>

01:05:15 Veronica Lee: THANK YOU, Claire!! Fun presentation and good info!

01:05:33 Lisa DeToffol: Thank you Claire! I have to jump off for another call.

01:06:07 Mystery Shopping Queen: Thanks Ladies, so glad you liked it...:-)

01:06:13 Yvonne A Jones: Great Information and share, Claire.

01:07:10 Mystery Shopping Queen: Merci @Yvonne

01:08:53 Desi B: Gotta run to another meeting. Talk soon!

01:12:39 Katrina Sawa: thanks everyone for being here and thanks Veronica for taking the hot seat!

01:13:07 Rachel S. Heslin: I just looked at the clock and need to log off. Good to see everyone! :)

01:14:01 Grace Gwitira: Thankyou Claire and for you all. Nice to meet you. Loved it

ADDITIONAL RESOURCES YOU MAY WANT OR NEED:

KAT'S UPCOMING LIVE EVENT SCHEDULE IS HERE:

www.LiveBigEvents.com

They are all designed specifically to help speakers and entrepreneurs with your business, marketing, program development, pricing, mindset, systems, delegating, online marketing, networking, speaking and so much more!

PUBLISHING AND BOOK WRITING RESOURCES:

For those interested in writing a book, becoming an author in any way or just to learn what it would take and what they COULD do now to get the ball running, here's a free info call I did all about all of this, go get access!

<https://jumpstartyourbiznow.com/publishingwebinar/>

KATRINA'S WEBSITE DESIGN OR TECHY VIRTUAL ASSISTANT SERVICES

(with her and her team): <https://jumpstartyourbiznow.com/techyservices> - we can update your site, hook up to a shopping cart or pay pal, design a new site to showcase you as the expert you are plus we can help you manage your social media, email marketing and anything technology related. Come to a call with Katrina to discuss: www.AskKat.biz

Jumpstart Yourself as an AUTHOR TRAINING 5-Week DIY program -

This course is all about how to become an author and publish a book yourself or where to get options and how it all works. You'll learn what you need to know before, during and after you finish writing the book, how to find affordable editors, cover designers, and how to plan for an Amazon best-seller launch. You'll learn what you need to do to get a publisher, what to do about publicity, book signings, marketing and selling your book and more! <https://jumpstartyourbiznow.com/jsyauthor/> - Get access for just \$297 when you use this coupon code at checkout: 200OFF

Jumpstart Your ONLINE COURSE 3-Week DIY program - This course will help you change up your business and develop, market, sell and run an online course, membership program, online virtual workshop, mastermind or any type of online/virtual training or calls you can SELL to

continue working and making money doing what you love during this quarantine (and beyond). Check out the video and webpage about this asap - you guys can use coupon code 50OFF to get \$50 OFF, it's only \$147 then, come and get something in place THIS WEEK that you can sell and promote right now. <https://jumpstartyourbiznow.com/jsycourse/>

Facebook Groups 90-min tutorial on how to start, run and manage your own groups. Developing groups and communities to grow your business is critical right now so come learn how to get started doing this, what to do, post, how to engage and get members, plus some other FB tips and tricks (like how to stay out of FB jail!) It's just \$25 to get access here now: <http://www.jumpstartyourbiznow.com/facebook>

Create Images & More on Canva 90-min Tutorial! [Canva.com](https://www.canva.com) is such a great resource for us at this time, whether you're graphically creative or inclined or not, it has hundreds of templates anyone can use and most are all free. Many of my clients though still needed a short tutorial or training on how to utilize this tool quickly and easily to create their images, flyers, postcards, and presentations.

This tutorial has been recorded via zoom with screensharing what to do, using real client examples too and is just \$25. You will get instant access to it when you sign up here: <http://www.jumpstartyourbiznow.com/canva>

Learn the business of speaking with Katrina Sawa's Jumpstart Yourself as a Speaker 6-Week Training. Learn how to design your talk, create your marketing materials and back of the room set up so you LOOK like an expert and professional. Learn how to make offers, what to sell, when to make offers and when not to plus so much more in preparing yourself to become a more sought after speaker AND one who monetizes what you're doing too! Find out more here and get 50%OFF when you use coupon code 500OFF!

<https://jumpstartyourbiznow.com/speakertraining/>

OR... go get access to the \$27 Get Booked! Speaker eBook, Audio and Speaker Sheet Checklist to get started somewhere:

<https://jumpstartyourbiznow.com/speakertraining/>

Jumpstart Your Marketing 30 day Course.... teaching how to effectively use SOCIAL MEDIA for lead generation and sales, DEVELOPING CONTENT and REPURPOSING it too, Email marketing and database marketing to your followers, list, clients, even things like doing direct mail, making phone calls, doing videos via FB live or on YouTube, mastering

sales conversations and copywriting too for your website, emails, webpages. Sign up right away to get more marketing in place today: [biwww.JumpstartYourbizNow.com/jsymarketing](http://www.JumpstartYourbizNow.com/jsymarketing)



Katrina Sawa

Your Meetup
Organizer, Award
Winning Speaker,
Jumpstart Your Biz
Coach &
International Best Selling Author
with 8 books 916-872-4000
katrina@jumpstartyourbiznow.com

PS: Get your Free Jumpstart Your
Biz Kit now at
[www.JumpstartYourBizNow.com!](http://www.JumpstartYourBizNow.com)

A promotional banner for 'Live B.I.G. Events'. On the left is a red heart with 'LIVE BIG' written inside. The center features the text 'Katrina Sawa & JUMPSTART YOUR MARKETING PRESENTS Live B.I.G. Events'. Below this are logos for 'JumpStart Your Biz In a Weekend.com', 'Katrina Sawa's Speaker Success Bootcamp', and 'Love & MONEY Live!'. On the right is a smaller portrait of Katrina Sawa. The bottom of the banner has a dark red background with the website 'www.LiveBigEvents.com' in white text.

