



FACILITATOR BIOS

DALE DU PREEZ



Dale has worked in the customer service industry over 20 years. Dale has great ability to make complex concepts accessible to both beginners and experienced professionals in a dynamic and interactive learning environment.

Dale is a ICMI Certified Call Centre Management Consultant (CCMC). She is an accredited “Free-To-Grow” facilitator and licensee as well as a certified FISH! facilitator.

She is fanatical about customer service, sales and human performance improvement. Dale brings a wealth of knowledge and experience to industry and has a keen understanding of the dynamics and challenges. She is a frequent speaker at conferences and seminars and continually seeks new trends and solutions.

She has incredible enthusiasm and will share vital information with you.
