



BIOGRAPHY AND BACKGROUND:

Tony Johnson is a CUSTOMER EXPERIENCE LEADER specializing in business growth, customer service, and leadership. He is a veteran of the hospitality, restaurant, and healthcare industries where he spent 20 years leading successful teams.

As the former Customer Experience Officer of a \$16 Billion international company, Ignite Your Service leverages best practices and methodologies that have been proven to drive results.

Tony is a Certified Customer Experience Professional (CCXP), a Professional Member of the National Speakers Association, the author of 3 books, and a Certified Virtual Presenter.

WHY WORK WITH TONY?

- ✓ Increase Sales 10%
- ✓ Raise Employee Retention 12%
- ✓ Increase Customer Satisfaction 11%

SPECIALITIES:

- Customer Experience Strategy Creation
- Employee Training + Development
- Company Culture + Brand
- Leadership Development + Workshopping
- Patient Experience Strategy
- Customer Journey Mapping and Deployment

AREAS OF EXPERTISE:

- | | |
|---------------|------------------------------|
| Healthcare | • Higher Education |
| Retail | • Restaurants + Food Service |
| Facilities | • Environmental Services |
| Sports Venues | • Entertainment + Tourism |

Tony is available to craft your customer experience strategy, create your employee training, or deliver a motivational keynote talk to inspire your team.



[Customer Service Trainer and Speaker Tony Johnson](#)



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