

# INSPIRE YOUR TEAM, IGNITE YOUR BUSINESS

Tony Johnson is an award-winning speaker specializing in customer experience, employee engagement, leadership development, and sales growth. He has decades of executive leadership experience, developing all levels of employees and leaders in a variety of industries such as financial services, higher education, technology, aviation, hospitality, food + beverage, hotels, travel, and tourism.

Tony captures his audience with storytelling, humor, and instant credibility that comes from years of operational experience. His practical approach brings a unique flavor to his speaking, coaching, and workshops. His training sessions are entertaining and relatable for all levels of your organization, from front line associates to executive leadership.

Tony can help you and your business build customer loyalty, retain top talent, and grow your sales. This is an investment in your success.



 **TONY**JOHNSON

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## INVEST IN YOUR SUCCESS!

TONY WILL HELP YOU BUILD CUSTOMER LOYALTY, RETAIN TOP TALENT, AND GROW YOUR BUSINESS.

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### Work With Tony To:

- > Improve your business results.
- > Implement proven tools and strategies developed from years of business success.
- > Build a brand that creates loyal customers who spend more.
- > Recruit and retain world class employees.
- > Develop new leaders.
- > Develop current leaders for their next role.

### KEYNOTES:

These 45–60 minute powerhouse talks will inspire your team and are perfect to open or close your event.

#### • IGNITING HOSPITALITY

Put people at the center of everything you do and understand the daily tactics to create a culture of service and care.

#### • THE FUTURE OF EXPERIENCE

A powerful call to action to continuously evolve your customer experience and deliver a personalized, premium level of service.

#### • CRAFTING MOMENTS THAT MATTER

Every guest interaction is a chance to change their day for the better and that means attention to every detail and every moment.

### COACHING ACADEMY:

Personalized one on one coaching sessions to grow leadership capacity and presence - perfect for leaders who are taking on an expanded role or opening a business. Each program is personalized exclusively for the participant.

**Choose from 3-month, 6-month, or 12-month programs**



“I had the privilege of partnering with Tony as our was transforming our service model and culture. Tony was at the heart of this transformation and was able to articulate the importance of customer service at all levels. He is one of the most engaging and dynamic speakers I've known.”

- Bryan Odey  
Vice President, Healthcare

“He is they guy you want helping you develop and deliver your customer service strategy. He is a motivating, energetic and thought provoking speaker!”

- Danna Vetter  
Chief Marketing Officer, Manufacturing

“Tony delivered an exceptional presentation that set the tone for the rest of the day! Not only was Tony a pleasure to work with, but his session also received incredible feedback and he provided the audience with applicable information regarding customer experience.”

- Brittany Sullivan  
Event Producer

## TRAINING EVENTS

These engaging sessions will help your team grow, develop, and improve performance.

### Ignite Your Hospitality: Front Line Employee Customer Service Skills

Your team will learn to deliver world class guest experiences and hospitality in this interactive, impactful training session. This course will cover service behaviors, hospitality fundamentals, service recovery, empathy, and delivering consistent quality.

Session Length: 1-hour and 2-hour sessions available

### Ignite Your Leadership: New Manager and High Potential Manager Development

Develop your managers into leaders during this interactive and engaging development workshop. Leaders will learn how to select talent, build teams, engage employees, communicate expectations, manage performance, and sustain a culture of service + hospitality.

Session length: 2 hour, half day, full day, and multi-day sessions available

### Customer Understanding and Journey Mapping

Understanding your customers will help you retain your current business and grow your sales. In this session you will analyze your customer feedback and create a plan to retain your most valuable customers.

Session Length: 8 hours

## PARTIAL CLIENTS LIST

- Goldman Sachs • Aramark • Oakland A's • Edmonton Oilers • San Jose Sharks • Miami University
- Johns Hopkins University • Christus Health • Cleveland Clinic • Baylor Scott & White Health • 3M • Mercer University
- Anaheim Convention Center • Phoenix Convention Center • Eli Lilly • Sodexo • Lakeland Aircraft Maintenance
- Globe Aero • Lakeland Chamber of Commerce • Dell • University of Virginia