



## BIOGRAPHY AND BACKGROUND:

Tony Johnson is a CUSTOMER EXPERIENCE STRATEGIST + EXPERT specializing in business growth, customer experience, employee experience, and leadership. He is a veteran of the hospitality, restaurant, and entertainment industries where he spend 20 years leading successful teams.

Tony was most recently the Customer Experience Officer for Aramark, a \$16 Billion international company, before founding IGNITE YOUR SERVICE Training and Consulting. He also serves as 4xi Global Consulting and Solution's Chief Experience Officer (CXO).

Tony is a Certified Customer Experience Professional (CCXP) and a Professional Member of the National Speaker's Association.

## GENERAL TOPICS

- Customer Service and Experience (CX)
- Employee Engagement and Retention (EX)
- Growing Sales During Challenging Times
- Company Culture and Community
- Leadership Excellence
- Change Management and Motivating Teams
- Starting Your Own Business

## SAMPLE QUESTIONS

- How can companies use **customer experience** to **grow sales** for the long term?
- How can companies create **brand loyalty** using customer experience and journey mapping?
- How do you **empower team members** to provide outstanding customer service?
- What are the key components of a successful **customer experience strategy**?
- How can organizations **recruit and retain** world class teams?
- Why is the time for excuses over and how can that help with your **comeback**?



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