



Red Carpet Learning
WORLDWIDE

Roll Out the Red Carpet for Your Customers: One Interaction at a Time

One thing hasn't changed. Companies that deliver one-of-a-kind experiences for their customers create raving fans that return, refer and clamor for more. When you roll out the red carpet for people they tell everyone they know.

How do you do it? One intentional interaction at a time.

This high-energy, fun, and inspirational keynote will get you excited about transforming their customer experience and differentiating your brand through red carpet service. You'll learn from organizations that have earned bottom-line results by focusing on service excellence and hear inspirational stories about people who know how to WOW their customers.

More importantly, you'll learn how each moment is an opportunity to be a bright light in someone else's day! When you focus on making others feel important, they'll become your biggest fans!

Customized for your company and industry, Donna's keynote is based on her two books *The Celebrity Experience: Insider Secrets to Delivering Red Carpet Customer Service* (Wiley, 2008) and *501 Ways to Roll Out the Red Carpet for Your Customers* (Career Press, 2015).



When we have a need around customer service, the statement is "Call Donna!"

~ **Laurie Johnson**,
Chief Ambulatory Officer,
Keck Medical

To BOOK Donna visit www.RedCarpetLearning.com or
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About Donna Cutting, CSP

Donna Cutting, CSP is the Founder & CEO of Red-Carpet Learning Systems and works with organizational leaders to create cultures of happy people who deliver exceptional service. She's the author of three books including, *The Celebrity Experience: Insider Secrets to Delivering Red-Carpet Customer Service* (Wiley, 2008), *501 Ways to Roll Out the Red Carpet for Your Customers* (Career Press, 2015), and *Employees First! Inspire, Engage, and Focus on the HEART of Your Organization*. (Career Press, 2022)

She's been named a Top 30 Global Guru of Customer Service and Organizational Culture, and earned the Certified Speaking Professional designation through the National Speaker's Association. Donna also has the Certified Virtual Presenter designation through E-Speakers. She's been featured or published in a variety of media outlets including Investor's Business Daily, Forbes.com, SUCCESS Magazine, CEO World, McKnights Senior Living, the Black News Channel, and more.

