LAI Leading Authorities, Inc.

Geoff Ramm

Inspirational Marketing & Customer Service Expert

CELEBRITY SERVICE KEYNOTES (up to one hour) Geoff will design and create a highly engaging, interactive keynote, built entirely around your aims, event's goals and theme. Packed with original, inspiring stories and powerful ideas from around the world, his high-energy delivery will energize your audience and equip them with the motivation and insights they need to deliver truly exceptional Celebrity Service experiences.

CELEBRITY SERVICE 'INTERACTIVE' (up to half a day) This is where the fun really begins… The interactive session does exactly what it promises. Your delegates will team up to create their very own Celebrity Service moments live in the room! Featuring the award-winning '120 Challenges', this high-energy experience works with audiences from 10 to 10,000. In just two minutes, the room will explode with the sound of amazing service ideas being brought to life. It's fast. It's inspiring. It's a genuine game-changer.

CELEBRITY SERVICE 'INTERNAL' Everyone talks about service for your customers, clients, guests, passengers, members. But what about your team – your colleagues? Are we delivering a Celebrity level Service to each other, the kind that inspires and empowers them to deliver an even greater external customer experience? In this specialist session you'll discover how to create the greatest onboarding experience of all time. You'll also learn how to Respect, Celebrate and Recognise your colleagues in a way that builds the happiest teams – and delivers an extraordinary Celebrity Internal Service culture.

CELEBRITY SERVICE 'VIRTUAL & RECORDED' Not all events can be take place 'live' in a conference venue. Whether constrained by geography, time, remote working, your delegates can still enjoy the full Celebrity Service experience – right from their screens. All 700+ stories, ideas and techniques translate seamlessly into a virtual space, enhanced with engaging visuals and up close props that bring the stories to life.