

LYNN BAKER

INTRODUCTION – CUSTOMER EXPERIENCE PRESENTATION

LYNN BAKER is a Certified World Class Speaking Coach, Executive Presence Consultant, Professional Speaker and successful business woman.

During her varied business career, Lynn has worked for large corporates both locally and internationally, with a specific focus on Sales, Marketing and Customer Service.

In 2006, she attended a Disney Quality Service course at Disneyland in Florida and implemented many of their Customer Service philosophies at Montecasino Corporate Events, which she ran for 10 years.

In 2010 she returned to her passion of Public Speaking and completed a course with World Class Speakers in the USA, where she qualified as the only 'Certified World Class Speaking Coach' in Africa.

Lynn now combines her passion of Public Speaking and Customer Service by delivering fast paced and fascinating presentations on the captivating subject of Customer Experience.

Will you please join me in welcoming Lynn Baker, who is going to speak to us today about -  
'Moving Beyond Customer Service to driving Customer Experience'

