



Jaquie

scammell

Leading Customer Centric Cultures



- **Keynote Speaker**
- **Breakout Sessions**
- **Energetic, Engaging & Entertaining**

“Jaquie lives at the intersection of strategy, people and customers, transforming engagement, cultures and bottom line results for everyone she works with. And Jaquie herself is completely congruent with her message - she loves life and business, and her energy is infectious. She’s one of my favourite people, and your world will be much better for having her in it.”

**Peter Cook,
CEO Thought Leaders**

**Contact Jaquie at
jaquiescammell.com**

Jaquie is a renowned Customer Relations expert helping organisations and individuals energise their employee experiences to inspire their customer’s experiences.

She has helped thousands of people develop their social intelligence to be high performers in the service sector. She is an experienced speaker, mentor, author and thought leader on customer inspiration and employee engagement.

Jaquie is obsessed about serving people in a very human way and you feel her infectious energy from the stage. Her work helps participants form rewarding relationships and connect to people in a way that results in desired interactions.

Organisations benefit from engaged employees who deliver consistency of ‘care factor’ to their interactions with people in a way that is natural, effortless and inspires trust, all leading to greater loyalty.

Why Serve When You Can Inspire!





Choose from one of Jaquie's signature keynotes, or ask for customisation:

Fast & Meaningful Customer Service

In a fast and automated world, customers are choosing speed, efficiencies and convenience over connections, or are they? Perhaps they choose convenience over connections because they can't seem to get both?

In this interactive session, participants will identify the 4 key contributors of how to create fast and meaningful connections in their service interactions, and how to watch for where efficiencies may compromise emotional connections when building trust with the customer.

Radical Humanisation of The Workplace

How do we amplify the human qualities we already have in our workplace in a world of digital distractions and automation. In this interactive and high - energy session, participants will learn 3 persona's to adopt in the future work place. Participants will take away from future workplace trends, tips on how to be more prepared for employees required in the near future, how to promote your workplaces in a way that is attractive and meaningful to a diverse employee profile and how to prevent losing the good employees because we haven't realised what's now relevant in the future workplace?

Social Intelligence Skills To 10x Your Customer Loyalty

We are wired to connect. Emotional Intelligence is a skill for the individual however social intelligence is what transpires when two people connect. To create customer loyalty you need to create connections. This interactive and practical session will give you immediate ideas to apply back in the workplace the very next day, towards developing the social intelligence of your staff for greater customer connections.

How To Read Emotions

It appears that customer service comes naturally to some more than others, however don't be mistaken, this is not a gift they were born with, it's a skill they have practiced. Reading customers emotions and then being able to respond to their emotions is the most valuable skill an employee can develop.

In building rapport with customers we create service interactions that are more relevant and therefore more likely to build trust between your brand and customer.

This interactive key note provides and empathy check in process where participants can assess their level of empathy and learn some key contributors on how to strengthen their interactions with staff and customers.

Her clients include:



Emirates
LEISURE RETAIL



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Book Jaquie for your next conference or team workshop

jaquiescammell.com