



# 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**

If you're looking to transform the customer service culture in your organisation, to decrease complaints and increase compliments, Jaquie Scammell's approach is simple and more human than introducing better processes and procedures – and it works. Jaquie has studied Australian organisations that provide the best customer service and created a system that, if followed will increase loyalty to your business.

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.

**Love Being in Service.**



**Contact Jaquie at**  
[jaquiescammell.com](http://jaquiescammell.com)



# “Love Being in Service”

Love Being in Service is a keynote that talks to the heart about what it means to lead a service environment in today’s world.

In an age of digital transformation and technology, many argue we are more connected than ever before. In business, especially artificial intelligence, automation and the rise of robots has improved speed, efficiencies and processes beyond our wildest imaginations.

But at what cost?

Our desire for speed and convenience is compromising our customers’ greatest and basic need as humans: care, kindness and one-on-one attention.

This keynote delivered by Jaquie Scammell, who is passionate about people and relationships, is the heart of everything Jaquie teaches, and it’s everything that superior customer service relies on.

It offers up techniques that remind us that service, at its core, is simple.

We make it overly complex. We create systems and processes, whilst designed to help us, stop us from delivering the service our internal and external customers deserve.

Jaquie herself shares deeply personal stories to remind us that the act of service is not something you do when you come to work and put your uniform on, but rather it’s a whole way of life.

## CSIRO says

“Thanks Jaquie Scammell for the talk today at CSIRO Business Development Connect. You helped remind the high IQ staff about the importance of ‘trust’ being the centre of doing business, whether you’re selling Science....or Burgers! EQ and ‘Good Business’ is about building on the human connection.”

## Customer 360 Symposium Ashton Media says

“Your keynote was incredible, and really resonated with the audience. You inspired lots of people.”

## Who Jaquie Works With:



# Jaquie

scammell

## Book Jaquie Now

Call 0431 133 904

or visit [jaquiescammell.com/contact](http://jaquiescammell.com/contact)