



Louie Gravance is often referred to as “the guy that can make the ‘Disney Thing’ actually work outside of Disney.” For over 25 years at the Walt Disney Company, Louie enjoyed a distinguished career with Disney theme parks, designing everything from live-entertainment experiences to customer service training programs through the Disney Institute in Orlando Florida.

Following his hugely effective tenure in Orlando, Gravance left Disney to pursue other opportunities and soon amassed even more success working as a consultant, customer service speaker, and corporate culture expert. Louie has designed multi-million-dollar service campaigns for companies such as ING Financial, Choice Hotels, Microbac Technologies, Nikon, and The American Council of Independent Laboratories based on his learnings at Disney and the curriculum he wrote. Money Magazine once credited the efforts of Louie Gravance for “literally changing the consciousness of business in America” through his service campaigns and initiatives that have included Bank of America’s “The Bank of America Spirit” campaign—deemed the most successful customer service training initiative in the company’s history. In 2014, his unique entertainment and training experience was called upon to be part of the opening team of Harry Potter’s Diagon Alley expansion at Universal, Orlando, where he currently remains a “Master Wandkeeper” with the Olivander Wand Experience.

At only twelve years old, he began working in California as a stage, film, and television actor and went on to appear in over thirty-five national television commercials. In 1987 (after nearly fifteen years of playing fifteen-year-olds in show business) Gravance was offered a summer job as a singing comic at Disneyland in Anaheim...

Testimonials

At our annual conference in January, Louis presented a key-address on customer service as well as team-building session for our employees. Here are some of the comments submitted on our employee survey following the event: Louie was AMAZING! Super funny and engaging. Loved the interaction. Informative and entertaining. One of the best speakers we ever had. Louie was OUTSTANDING - relevant in his topics, relateable to everyone. Hung on his every word!

- Data Facts .

Everybody is raving about your Keynote. People were so engaged, entertained, and inspired. You got a standing ovation! Several of the speakers in the afternoon referred to things you said, and people applauded again. Your talk was a real reference point for everything. Even the production team has been commenting on how good you were... and they hear people all the time.

- Cady Studios.

Louie Gravance

Speech Topics

- Virtual Keynotes
- Teambuilding
- Retail
- Employee Engagement
- Customer Service
- Customer Experience

