



As a keynote speaker, entrepreneur, and author, **Laurie Guest, CSP, CPAE**, is the authority on customer service excellence.

For nearly three decades, Laurie has shared her practical point of view on customer service and staff development with audiences and companies across the country, blending real-life examples and proven action steps for improvement. Laurie's knack for getting to the essentials of exceptional customer service means everyone in attendance will not only understand her approach but be able to immediately implement her strategies for improvement.

With presentations that are fun and relatable—never canned or “over-rehearsed”—Laurie’s engaging and entertaining programs deliver both real-time interaction with audiences and a surprising dose of humor, too.

Laurie is a member of the National Speakers Association and a Certified Speaking Professional, a designation held by only 12% of speakers; in 2021, she was inducted into the organization’s Speaker Hall of Fame, which includes fewer than 50 women.

A top-rated keynote speaker for corporate events, association meetings, business retreats, and more, working with Laurie is always a pleasant experience.

## Testimonials

“Thank you! Your energy was great and the message hit home for many. Employees were happy we cared enough to bring in an outside speaker, and, specifically, were very impressed with you. Just the right touch of message and humor.”

- Senior Vice President, Western National Insurance.

“Five minutes on the phone. That’s all it took for me to know that Laurie Guest was the perfect person to deliver our event keynote on customer service. Five more minutes and I knew that she was also ideal for a breakout session on Courageous Conversations. Yes, I make decisions quickly, but when you’re sure—and I was—why wait? Laurie received the highest ratings we’ve ever had for an event keynote.”

- Managing Director, B2B Product Virtuoso®.

**Laurie Guest**

## Speech Topics

- Healthcare
- Customer Service
- Creativity
- Business Communications

