

Our next speaker is Donna Cutting, a nationally recognized expert in employee morale and customer service. A movie-star-wanna-be, Donna helps leaders create places where employees get Standing Ovations and customers have a Celebrity Experience. She will show us how to create red-carpet moments for others in our professional lives.

Donna is the author of The Celebrity Experience: Insider Secrets to Delivering Red Carpet Customer Service published by Wiley.

She speaks over 50 times a year, is a member of the National Speakers Association, and Past President of NSA Central Florida.

Born in Massachusetts, she currently resides in St. Petersburg, FL with her husband Jim and their Maltese Puppy, Snowball. Donna is known for her interactive style of speaking....where the audience is the STAR of the show!

Please help me welcome Donna Cutting.