

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 Ovals 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.

Born in Massachusetts, she currently resides in St. Petersburg, FL with her husband Jim and their Maltese Puppy, Snowball.

Donna is known for her character Gal Morale, and her Keynote Theater Presentations whereby And listen carefully...

the audience is the STAR of the show!

Please help me welcome Donna Cutting as Gal Morale!