

BOB BROWN | *Referrals*

Dan Flannery – Vice President/Area General Manager, Ritz Carlton Hotels Northeast

Whether you are looking to increase your check average in your restaurants, to improve guest satisfaction - or hire a gifted speaker who can connect, entertain and enlighten a group of 2 to 2,000 - Bob Brown's your man.

Bob's passion, expertise, and creativity and have made him our long-term partner. Bob possesses remarkable insight into the psychology and application of hospitality and sales better than anyone I know.

Lee Cockerell – Executive Vice President Operations, Walt Disney World

Our managers and cast members really look forward to Bob Brown's training and motivational seminars. At a company like Disney where service standards are very high, Bob is a remarkable ally because of his energy, enthusiasm and pragmatic approach.

Drew Madsen – CEO of Darden Restaurants

The feedback from Bob Brown's presentation at our Olive Garden GM's conference was tremendous. We received countless compliments on not only his motivational speaking style, but his insights and knowledge of service excellence.

I'd recommend him to anyone who wants to turn up the volume on their conference or meeting.

Adrian Kurre – Senior VP Brand Management, Hilton Garden Inn Hotels

We went in search of the best of the best when we set out to develop our 2003 service initiative. We found him in Bob Brown.

Bob's presentations at our General Manager's Conference, and in our Ultimate Service training DVD were nothing short of terrific.

Both Bob's content and remarkable speaking style was most definitely a home run. He grabs your attention and holds on to you until the end. The best part is that the message is not lost when you leave the room..."lights, camera, action..."

Brian Findley – Director of Food and Beverage, Gaylord Opryland

All three of the restaurants that experienced Bob's training jumped in check average and the personal income of the service staff. We have seen an increase in our steakhouse by over \$5.00 in our check average. Bob is worth every cent—he paid for himself in two months!"

Steve Watermeier – Area Director, Biaggis Ristorante Italiano

I've read Bob's book. I've used his video for training classes. I've attended his seminars. I've seen him deliver speeches. And every time—I learned something new about great guest service and motivating staff to provide it. Learning is always great—but Bob makes it fun and entertaining.

Noel Byrne – Group Operations Director, AB Hotels UK

Whether delivering presentations in Holland, England, Scotland or Wales, Bob Brown has the unique ability to cross over cultural differences and connect with executives, management and line employees.

Bob has brought not just an “American” view of service but a global one that’s paid big dividends.

Mel Forehand – Director of Expo Operations, Texas Restaurant Association

We use Bob Brown as a featured speaker and he never fails to not only be a main draw and wow our audiences—but leave them with valuable takeaways. He is one of the true leaders in the speaker/trainer arena.

Tom Vogel – CEO, Logan’s Roadhouse

Bob Brown’s dynamic presentations use real life stories to inspire a passion for service and selling. We would recommend him to anyone interested in improving customer service and the bottom line.

Don Semmler – Marriott Senior VP, Southeast Region

Bob Brown is the finest presenter/coach of winning behaviors that impress customers that we have ever known. Bob creates a fun and engaging space where the process, psychology, product knowledge, and practice of customer service come alive. “Say Yes!”

Linda Leahy – Director of Performance Development, Coastal Hotel Group

Without exception, the feedback has been, “Bob Brown is the best keynote speaker we’ve had in fourteen years of General Manager’s Meetings.”

Patti O’Keefe – General Manager, Denver City Center Hotel

Bob has a unique ability to reach a broad range of individuals from a variety of backgrounds. He is full of energy and enthusiasm and is able to keep everyone focused through encouraged participation. I would definitely say that this was the best investment I have made in training in my 16-year career in the hospitality industry.

Ray Byrne – Founder of Wineport Lodge, Athlone, Ireland

Bob didn’t need much persuading to come to Ireland, and was such a hit on his first visit that we had to plead with Bob for an extended second visit, less than a year later. Now Bob’s profile has grown throughout the industry in Ireland, and he is a respected Speaker & Presenter to some of our finest Hotel & Restaurant business in Ireland.

I’m very satisfied that my initial contact with Bob has led to a shared vision of improved customer service and increased profitability which has adapted seamlessly on this side of the Atlantic.

Paul Cohn – Director of Concept Development Capitol Restaurants

Bob is one of the best motivational teachers in our business today. From server seminars to management retreats, he inspires and educates all. Implementing Bob’s ideas will boost sales and guest satisfaction for your business.

Charles Manners – Director of Food and Beverage, Whitbread Hotels UK

Bob Brown’s strengths are not only in being able to provide a practical roadmap to deliver sustainable excellent service, but also in advising and the set up of restaurant and bar concepts. Bob’s work in the UK has showed us how his approach can be successfully applied in a different cultural environment

Kim Gulliver – Front-Line Associate at Raleigh Marriott

In a world of fast food, express lanes and “paper or plastic, Bob Brown gives you a new outlook and approach on service that will set you apart from the rest. He is the epitome of motivation, enthusiasm and vibrancy. His message is just what the doctor ordered for gaining and retaining “customers for life!”

Tony Laughlin – Resident Manager, Soaring Eagle Casino and Resort

Bob Brown’s knowledge and expertise in the hotel business is unparalleled. He built a foundation of product knowledge and job guidelines for both our rooms and food and beverage side of our business.

He even wrote and directed our all-associate grand-opening event and—in the end—was instrumental in helping us achieve our Four-Diamond status.