



Dennis Snow's customer service abilities were honed over 20 years with the Walt Disney World Company. There, he developed his passion for service excellence and the experience he brings to the worldwide speaking and consulting he does today. He began his Disney career in 1979 as a front-line attractions operator. As he advanced through the company, Dennis managed various operating areas throughout the park, learning and applying the skills it takes to run a world-class, service-driven organization.

Dennis launched a division of the Disney Institute responsible for consulting with some of the world's largest companies including ExxonMobil, AT&T, General Motors and Coca Cola. During this time, he presented to audiences in diverse locations around the world, such as South Africa, Australia, Mexico, England and Argentina. This division quickly became the fastest growing venture of the Disney Institute and experienced repeat business of nearly 100%.

He also spent several years with the Disney University, teaching corporate philosophy and business practices to cast members and the leadership team. While there, he coordinated the Disney Traditions program which is universally recognized as a benchmark in corporate training. In his last year with Walt Disney World, Dennis' leadership performance was ranked in the top 3% of the company's leadership team.

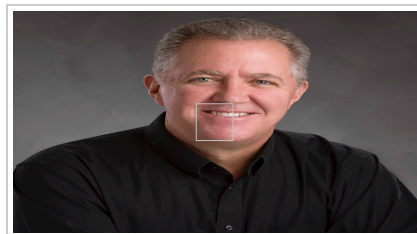
Today, **Dennis Snow** is a full-time speaker, trainer and consultant who helps organizations achieve goals related to customer service, employee development and leadership. Some of his clients include American Express, Johns Hopkins Medicine, ExxonMobil, and Nationwide.

His articles appear in a number of industry publications and he is a featured guest "e...

Dennis Snow

Speech Topics

- ▢ Motivation
- ▢ Management
- ▢ Leadership
- ▢ Employee Engagement
- ▢ Customer Service
- ▢ Customer Experience



Testimonials

▢ "Dennis Snow is one the most relevant, dynamic, and charismatic speakers I have worked with. His ability to resonate with a diverse audience and create moments of WOW was unmatched. Dennis truly inspired lasting change on my team and has renewed our outlook on customer service." ▢

- VP Gillette & The Art of Shaving.

▢ "...I don't think there was anyone in the room who wouldn't have been absolutely thrilled if your presentation had stretched long into the night... people are talking about the issues you presented, and hopefully, we are inspired to build on the momentum you started in a way that will make our customers wonder what happened in our company!!!" ▢

- Cummins Bridgeway LLC.