



**Louie Gravance** is often referred to as “the guy that can make the ‘Disney Thing’ actually work outside of Disney.” For over 25 years at the Walt Disney Company, Louie enjoyed a distinguished career with Disney theme parks, designing everything from live-entertainment experiences to customer service training programs through the Disney Institute in Orlando Florida.

Following his hugely effective tenure in Orlando, Gravance left Disney to pursue other opportunities and soon amassed even more success working as a consultant, customer service speaker, and corporate culture expert. Louie has designed multi-million-dollar service campaigns for companies such as ING Financial, Choice Hotels, Microbac Technologies, Nikon, and The American Council of Independent Laboratories based on his learnings at Disney and the curriculum he wrote. Money Magazine once credited the efforts of Louie Gravance for “literally changing the consciousness of business in America” through his service campaigns and initiatives that have included Bank of America’s “The Bank of America Spirit” campaign—deemed the most successful customer service training initiative in the company’s history. In 2014, his unique entertainment and training experience was called upon to be part of the opening team of Harry Potter’s Diagon Alley expansion at Universal, Orlando, where he currently remains a “Master Wandkeeper” with the Olivander Wand Experience.

At only twelve years old, he began working in California as a stage, film, and television actor and went on to appear in over thirty-five national television commercials. In 1987 (after nearly fifteen years of playing fifteen-year-olds in show business) Gravance was offered a summer job as a singing comic at Disneyland in Anah...

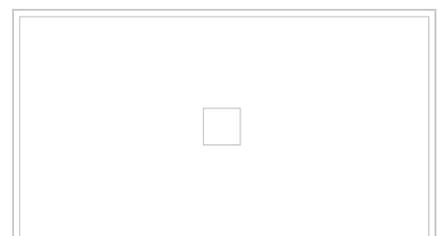
## Testimonials

□ Louie Gravance is the definition of customer service. His presentation is engaging, relevant and makes the words spring from the pages of his Service is a Superpower book. His passion is evident, and his commitment to inspiring customer service in those he speaks with and works with is tangible. It is not only his words, passion, enthusiasm and commitment to customer service that stands Louie apart, but his boundless desire to work with clients to deliver. His personal approach to setting up his session and making sure that everything runs smoothly is genuine and makes the client feel supported and part of the success. His keynote presentation speaks to everyone in the room - from a front line, municipal operations staff member, to the leaders and managers of the team; there is something relevant to everyone. Each member of the team took away lessons that can help us perform better, and remember, the great service serves the server first. Working with Brandy and the team at Executive Speakers has been a pleasure! I worked with Executive Speakers many years ago and this was my second time working with the team and they are an awesome bunch! Incredibly quick feedback and response, and a desire to work with the clients to get the right speakers lined up for an event is exemplary customer service. Brandy listened to what we needed, and the resources (limited!) we had to achieve it and then found solutions - and in the process helped make a team

### Louie Gravance

### Speech Topics

- Virtual Keynotes
- Teambuilding
- Retail
- Employee Engagement
- Customer Service
- Customer Experience



meeting into a memorable event for our staff. I look forward to working with Brandy again in the future! □

- The Township of Georgian Bluffs.

---

□ At our annual conference in January, Louis presented a key-address on customer service as well as team-building session for our employees. Here are some of the comments submitted on our employee survey following the event: Louie was AMAZING! Super funny and engaging. Loved the interaction. Informative and entertaining. One of the best speakers we ever had. Louie was OUTSTANDING - relevant in his topics, relateable to everyone. Hung on his every word! □

- Data Facts .

---