



CAPITOL CITY SPEAKERS BUREAU

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Dennis Snow

Travels from: Florida

Fee Range: \$15,001 - \$20,000

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.

Dennis Snow 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 Exxon, 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%.

Dennis 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 Wachovia, Blockbuster Video, BMW Financial Services, Florida State University and Johns Hopkins Hospital. His articles appear in a number of industry publications and he is a featured guest "expert" on customer service, on several business news-talk radio shows. He is the author of the book *Unleashing Excellence: The Complete Guide to Ultimate Customer Service*, which has been used in organizations around the world as a blueprint for organizational excellence.

Dennis' early career at Disney created that first spark of interest in customer service that led him toward the principles readers will learn in his latest book, *Lessons From the Mouse*. Dennis has constructed this book as a series of lessons because therein lies the secret to discovering Disney's magic – understanding and applying these ideas every day in a disciplined way.

Most Requested Programs...

- Delivering World-Class Customer Service: Lessons From The Mouse
- Leading a Culture of Service Excellence: Lessons From The Mouse
- Performance Excellence: The Employee Factor