



## **Graham Harvey – Professional Speaker, Service Designer Business Coach, Author**

### **Client Accolades: Tourism & Hospitality**

*“...since you provided training for our Front Office and Reservations teams we are achieving some fantastic results, both financial and customer service oriented. Your training has definitely assisted in creating an environment that is both stimulating and enjoyable and the staff have picked up and run with the new initiatives and incentives that we developed from your training.”*

**Ben Woelders** – Rooms Division Manager, Cable Beach Club

*“As a small tourism business operator, your professional development workshops “Design! Deliver! Delight!” and the “13 + 1 P’s of Marketing” (and the accompanying materials and workbooks) have delivered some real “light bulb” moments, and have enabled us to make both subtle and significant changes to take our tourism product and guest services to a whole new level. During our many one-on-one business-coaching sessions, you have challenged our traditional thinking, and as such have empowered us to consider and implement new innovations whilst building on our well documented tried and tested business strengths. We appreciate and value your continuing encouragement, straightforward manner, and honest feedback during a transitional yet exciting time in our family business – thank you!”*

**Craig & Sally Pullin** – The Beach House at Bayside

*“The feedback we received from delegates was extremely positive. They enjoyed your candid observations and practical advice on how to provide a great customer service experience and keep their patrons coming back.”*

**Bradley Woods** – Chief Executive Officer, Australian Hotels Association WA

*“The guests and staff of Gold Coast Tourism have all provided exceptionally complimentary feedback regarding your customer service presentation. The content and style of your presentation were both outstanding, and well received by all guests who admitted that they have seen many speakers and presentations over many years – this is a credit to you Graham.”*

**Amber Rodgers** – Gold Coast Tourism

*“Graham delivered his Design! Deliver! Delight! Customer Experience programme to our Management Team and Heads of Department with a great deal of energy and passion, which engaged the group immediately and had them ‘spellbound’ for the entire presentation. All participants said, “WOW, what a great day!” Graham’s enthusiasm and ability to deliver great content, real life examples and talk from real experience brought the whole group together to discuss our business! I highly recommend Graham’s expertise and we will certainly be continuing to use him in the future for more of the same!”*

**Rod Hughes** – General Manager / Owner, Abbey Beach Resort

*"On behalf of Australia's Golden Outback, I just want to thank you for coming to Esperance and Kalgoorlie and conducting your service presentations. The manner in which you delivered the information kept everyone entertained for the full duration at each location. The fact that you use real life examples from other major companies ensured that everyone related to your message and they all left saying they could apply some aspect of what they learnt for their own business. I personally feel the whole State could benefit from your seminars."*

**Jac Eerbeek** – Chief Executive Officer, Australia's Golden Outback

*"Your involvement in carrying out facilitation and planning sessions for both the Board and the TCWA State Tourism Council has assisted Board and management in identifying and addressing key issues within the industry. In addition, your fantastic workshop "Designing the Great Tourism Experience" resulted in a lot of very positive feedback from the attendees and has assisted them in marketing and development of their own staff and businesses. The creative way in which you express these ideas inspired new thought processes to assist the industry in creating new business opportunities and processes."*

**Ron Buckey** – Chief Executive Officer, Tourism Council WA

*"As you highlighted in your presentation, the Taxi industry has some significant challenges with community perceptions and service standards. Technology and smartphone applications are also changing the way the industry operates and customer's expectations of service. Your presentation was very well received ... comments included "Graham presented some practical examples that I can and will easily implement into my business." Your presentation was a significant contributor to the overall success of the conference." (International Taxi Conference 2014).*

**Steven Gill** – Chief Executive Officer, Taxi Council of Western Australia

*"Graham impressed from the start with his attentiveness to our training requirements and as a result tailored his instruction specifically to our staff. Graham presents the Customer service message with new ideas and practical examples. His ideas have impact and can be put into practice immediately. He instils staff with a belief in personal responsibility towards customer service. His presentation also produced noticeable increases in team spirit between staff. We completely recommend Graham Harvey as a team based Customer Service Coach."*

**Neil Mactaggart** – Operations Services Coordinator, Westralia Airports Corporation

*"Graham Harvey's presentation was very thought provoking and inspirational. Delegate comments included: I have come away with some simple to implement changes to our workplace and attitudes, as well as some more complex ideas which will be exciting to coordinate. It was refreshing to hear a customer service speaker who could actually relate the presentation specifically to the travel industry and to the business of relating to our travel consumers. The time taken to thoroughly research our industry sector and provide relevant training has been appreciated and we look forward to talking with you in regard to future opportunities."*

**Lyn Le Provost** – Operations Manager, Travellers Choice

*"On behalf of Caravan Industry Australia WA, I would like to thank you for your professional presentations at our annual conference. The comments from our evaluation sheets were all excellent. Your research of our industry and easy approach made the sessions of great value to our members. It was a pleasure working with you and thank you for contributing to the success of our conference."*

**Pat Strahan** – Executive Officer, Caravan Industry Australia, Western Australia

*"I would like to extend our appreciation of your facilitation of our Management Retreat Day. It was an extremely useful day with all team members taking something away with them. All feedback received was very positive and all thoroughly enjoyed the session which was well presented and was given at the right pace for all Managers. Your enthusiasm, words of wisdom and personal experiences made the session most enjoyable and your personalised workbooks really stood out to the managers. Your professional manner and commitment to building a program to suit our needs was second to none."*

**Peter J Blackburn** – General Manager, Holiday Inn Perth

*"Your outstanding keynote address was exceptionally well received and as the opening speaker of the day, you truly set the stage for a terrific conference. I would rate you as one of the best speakers I have had the pleasure to work with. Your willingness to spend time tailoring your presentation and talking to members prior to and post the conference was most appreciated. I wish all the speakers I work with could be as generous and caring about the outcome of their efforts as you are."*

**Lisa Coyle** – General Manager, Boating Industry Association of WA

*"The real value of the Design! Deliver! Delight! programme has been the increased awareness by all staff of the importance of each of the hundreds of customer touch-points that occur every single day here at the Lighthouse Beach Resort. As such, greater attention to detail in all aspects of service delivery is occurring and staff have become far more proactive in anticipating the needs of guests and taking personal responsibility to ensure that every guest has a memorable experience during their stay with us. We have seen a dramatic increase in the number of positive Trip Adviser reviews and our staff now foster and embrace all feedback that they receive."*

**Christina Mitchell** – General Manager, Lighthouse Beach Resort

*"We invited Graham to speak at our New Zealand Taxi Federation conference after hearing him address a similar conference in Perth. Design! Deliver! Delight! showcased the detail some companies around the world are prepared to go in order to meet their customers' expectations time and time again. More importantly, Graham was able to transmit the important message that showed these efforts being directly translated into bottom line gains. Linking these two fundamental concepts together in an enjoyable and entertaining speech struck a chord with the audience and produced some very positive feedback. I would also like to highlight Graham's personal style and desire to help. One of our speakers was unable to attend and Graham kindly stepped in with an impromptu exercise that helped cement some of the themes he had talked about. We will undoubtedly be inviting Graham back to address us again in the near future to help reinforce these themes."*

**Roger Heale** – Executive Officer, New Zealand Taxi Federation

*"Graham is someone who truly cares about his customers, a characteristic which is so important in the hospitality industry. His vast experience in the industry has provided him with a wide range of real life hands-on experiences, which he incorporates into all his training and seminars; they aren't stories he has read from books, they are real and from the heart. Graham has strong emotional intelligence which allows him to deal with people from all strata's of life in a way that engenders good relationship building and the establishment of a sense of 'team' that is essential in today's volatile business environment."*

**Wayne Carroll** – Chief Executive Officer, Joondalup Resort & Country Club

*"On behalf of the staff and partner sites of Scottwood Group, I want to send a sincere thank you for your valuable contribution to our conference. The feedback that we have received has been extremely positive. The strong attendance at your follow-up workshop shows that the ideas you presented did indeed spark new and innovative thinking – the asking of new questions – in our partner operators. To many, it would have been a new experience, so thank you."*

**Robin Murray** – Chief Executive Officer, Scottwood Group (NZ)

*"Graham presented his half-day Design! Deliver! Delight! customer experience workshop at the recent SA Parks Annual Conference. The workshop was a great success. Delegate feedback stated how much value people got out of the session and the great practical advice and ideas they could take back to assist them with running their respective Caravan Parks. Graham was an enthusiastic and generous speaker whose ideas and examples were very pertinent to the tourism and hospitality industries. We would have no hesitation in recommending Graham to assist tourism operators to improve their business and customer service in the dynamic and changing tourism market."*

**Fiona Williams** – Executive Officer, SA Parks

*"Graham was just the tonic we needed to help us refresh our brain power and thinking and from that develop our own strategies to moving forward and giving us a point of difference in our services offered. Graham is passionate about his programme [Design, Deliver, Delight], is himself customer service driven, and delivers his training in an engaging, collaborative, thoughtful, and easy to listen to style. The senior executive team enjoyed the session very much and we commenced exploring the ideas that came out of the workshop straight away."*

**Gareth Thomas** – Chief Operations Officer, Seashells Hospitality Group

**Graham Harvey** B.Com FAIM CSP

**Service EQ**

PO Box 2188

Bunbury

Western Australia 6231

Ph: 0403 262 988

**Email:** [graham@grahamharvey.com](mailto:graham@grahamharvey.com)

**Website:** [www.grahamharvey.com](http://www.grahamharvey.com)

