



Ted Stone

Speaker Profile

Executive Summary

Renowned Customer Service Speaker and CEO of Customer First UK – The National Standard for Customer Service

Delegates at a recent business conference had these comments regarding Ted's impact through his presentation:

- Brilliant, really informative and gave me lots of ideas to go away with.
- Exciting, different, entertaining – more please!
- Amazing. Very Inspirational. Could spend hours listening to Ted.
- Very engaging throughout presentation & clearly got the message across.
- Have heard Ted speak before – Consistently excellent!!
- Fantastic! Hilarious! Great Advice!!

As an American Expat living in the UK for the past 18 years, Ted Stone has emerged as a leading speaker and consultant in the fields of customer service delivery and customer experience development. He combines his extensive management portfolio with his natural service ethos to give his audience a unique understanding of the relationship between any organisation and its customers.

Prior to accepting the role of Chief Executive of Customer First UK, Ted has held Senior Management positions with blue chip companies on both sides of the Atlantic. From London to Las Vegas, he has led organisations through the critical journey from being responsive and reactive to being truly proactive and customer centric.

Ted adopts a natural delivery method to quickly engage with his audience and keep them both interested and entertained whilst ensuring that the core message is always clear. Through humour and some basic truths he demonstrates how thinking outside the standard business model is paramount for sustained growth in any organisation.

Capitalising on his broad base of management experience, his educational background as a certified teacher and his Texan-born understanding of interpersonal relationships Ted shares his belief that the foundations of exceptional customer experiences can be described in some basic universal truths which incorporate proactive actions, responsible ownership, common sense and good manners.

Whether you are planning a business breakfast, networking event, best practice seminar or your annual conference, Ted can invigorate your event with a targeted message which is certain to get rave reviews.

To request Ted as a speaker please call the team on 0845 226 0719 or email enquiries@customerfirst.org