

S P E A K I N G P A C K

**Make an
impact at your
next event**



Biography

The minute Jaquie steps onto a stage, you know you are in the presence of someone who is incredibly authentic and deeply passionate about service towards others.

You cannot help being struck by her infectious energy. You find yourself leaning in as she reveals unique teachings with a deep appreciation for the human side of business. Not just theory, but rather 30 years of customer service experience translated to practical tools for the audience to take away.

Jaquie places her focus when crafting a message for your audience; she makes it relevant, and easy to listen to and follow. Her keynote experiences have afforded audiences to sing, cry, connect, meditate, belly laugh and furiously take notes to ensure they capture the essence of her message. She captivates her audience, helps people get out of their heads and into their hearts, and engages them to the last second.

Jaquie is mostly known as Australia's leading customer service expert, helping create a service mindset for those seeking growth in their organisations and themselves.

She works with an extremely diverse customer group that represents several industries and sectors. This lends to a variety of stories and case studies to help the audience relate. She is the real deal when it comes to practising what it means to live a life in service to others.

In 2013, she launched her own business, ServiceQ, as a Thought Leader of Customer Service. This followed a diverse career with over 25 years of leadership experience in public, private and not-for-profit sectors starting with the McDonald's franchise system and expanding to major sports and entertainment venues such as Wembley National Stadium (UK), Emirates Stadium (UK) and the Australian Open Grand Slam.

A published author of Service Mindset and multi award winning Service Habits, regular blogger, media contributor, and qualified yoga and meditation teacher, your audience will easily connect with and relate to Jaquie.



The Future of Service

In 2020 a series of unprecedented, life-altering changes in the rules of human engagement left people anxious, confused and as a result society changed forever. Customer service was one of the casualties which appeared, in parts, to of died completely.

During a time of heightened sensitivity customers' expectations increased and their levels of tolerance decreased. Businesses trying to deliver on a promise with limited talent in service roles and those that showed up to work, were asked to do more with less; the perfect customer service care storm had been created.

Service roles are traditionally regarded as care givers and servers, but the future of service will require skills and abilities from people in service roles, that can not only handle their own emotions but the emotions of others.

As humanity evolves towards enlightenment and technology transforms at light speed, it is critical to upgrade service capabilities and change the mix of soft skills in service roles, so we stay focussed on human centred and society serving outcomes.

This session challenges leaders to be the best version of themselves behind closed doors first, before performing at work in front of others. Reminding us how when the external environment is volatile, it's important to build internal stability, strength, and equanimity. When we increase our emotional intelligence and understand and manage our emotions, we can show up for others.

The Presentation will show leaders how to:

- **Navigate context and that having the soft skills are irrelevant if you are unable to access them at a particular time or place**
- **Self-regulate and manage emotions during times of stress and uncertainty**
- **Recognise internal service (EX) as equally important as external service (CX)**
- **Create a culture designed to make people feel good, and see the future of service is being created in every employee conversation**

Transforming Service Cultures

One Habit at a Time

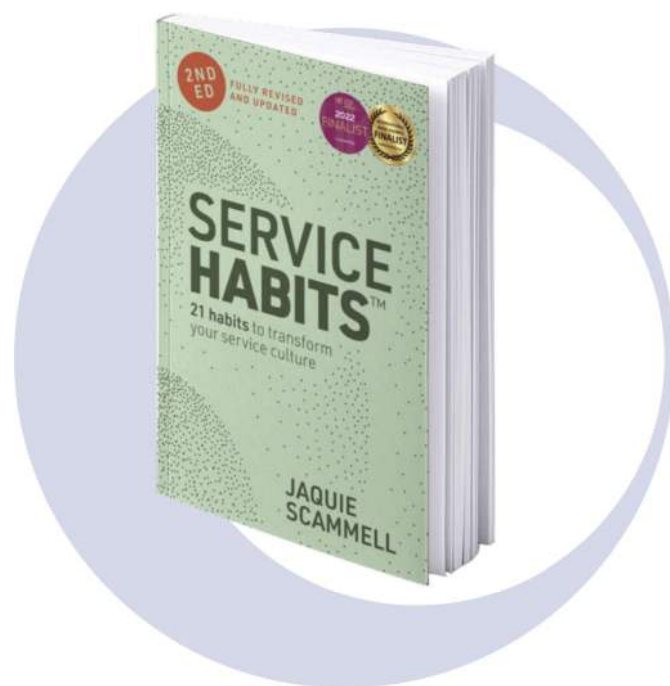
Inspired by Jaquie's multi award winning book; Service Habits - 21 habits to transform your service culture

If you are in the business of service, you are in the business of relationships. Good service is in danger of disappearing altogether behind a barrier of organisational protocols and efficiencies rather than strong, sustainable relationships and results. The best Service cultures focus on small, practical ways of approaching human relations in a world that demands service like never before.

A session with Jaquie will show a simple framework to transform a service culture, starting from the inside out.

Having committed to transforming service cultures for decades, Jaquie has the skills and stories to show you how small, daily Service Habits may be good for business success and profitability, but they are perhaps more powerfully good for culture; something that goes way beyond annual performance metrics.

Your service leaders and professionals will be able to take back ways of inspiring their teams for even the most ordinary of tasks in a day and their own approach to service will be transformed not only at work but in life.



The Presentation will show leaders how to:

- Deepen their level of self-awareness
- Appreciate the effects of mindfulness and practices of presence, to be their best and bring out the best in others
- Rewire new habits and ordinary behaviours to create a positive ripple effect throughout teams, culture and humanity

Service Mindset

Inspired by on Jaquie's book; Service Mindset

In this age of digital transformation and technology, many argue we are more connected than ever before. AI, automation, and the rise of robots continues to improve speed, efficiencies, and productivity beyond our wildest imaginations. But at what cost?

Our desire for speed and convenience is compromising our customers greatest and basic needs as humans; care, kindness, and on-on-one attention.

Some people believe the best service professionals are born not made, and that you cannot teach people to care. Jaquie challenges this as an unhelpful belief, particularly when customer care talent is increasingly scarce. The first step in developing better service professionals is to begin with mindset.

In this session Jaquie tackles the concept of mindset how it can be the foundation to success or the get in the way of service success. Your service leaders will leave with an elevated mindset, and feel compelled to level up their thinking about service as a job role and way to leverage work life happiness.



The Service Mindset Presentation will:

- **Reset beliefs and attitudes towards service**
- **Break down walls between employee and customer 'us' v 'them' mentality**
- **Motivate cross departmental teams for greater cohesion**

Questions to condider...

What is the aim of the conference?

Who are the audience members?

Why do you want my keynote at this conference?

How does it fit in/ overall relevance?

What other context is important for me to know?

How long do you wish for me to speak?

How many people expected to be in the audience?

How will the room be set up?

Anything else?
