



KATE EDWARDS & COMPANY

Founder & Visionary



Kate Edwards is a speaker, author, customer service expert, hospitality consultant and executive coach who has spent her career decoding the customer service experience and deciphering what makes great leaders so impactful. In 2007 she established Kate Edwards & Company, a boutique consulting firm that specializes in culture invigoration, customer experience and leadership development for hospitality brands and high-touch companies.

Kate has spent her career working with some of the biggest names in the hospitality field (Thomas Keller, Keith McNally, Geoffrey Zakarian, Sirio Maccioni) and has created service programs for legendary brands (The Plaza, The Essex House, Le Cirque) and industry upstarts (Jack's Wife Freda, Brooklyn Fare, The Viceroy). Kate has also built leadership and development training & coaching programs for global companies (Meta, Media Monks, Wynn) to help their established and emerging leaders build awareness of their power to authentically lead and influence those around them.

An expert in her field, Kate has done several segments for Inside Edition and has been quoted in magazines as varied as Amex OPEN, AdWeek, Shape, Haute Living, and Fast Casual. In 2015 she published her first book "Hello! And Every Little Thing That Matters," the customer service book that will transform your business and improve your brand.

A devoted educator, Kate spent 14 years as a culinary management instructor at the Institute of Culinary Education in Manhattan, has recorded dozens of video training modules on platforms including Typsy and Creative Live, and is a Fellow of the Culinary Institute of America. Kate and her chef husband reside in New York City.