



Kate Edwards, Speaker

Memorable Customer Service • Genuine Hospitality • Confident Leadership

Kate Edwards has spent her career obsessed with every little thing that makes a business better. She knows how to identify and leverage the most important parts of the customer experience, making memories for your customers & inspiring your team to be impactful ambassadors of your brand.

Bio:

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.

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 also works with entrepreneurs and emerging leaders to build awareness of their power to authentically lead and influence those around them.

A thought leader and expert in her field, Kate is a sought-after speaker and 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.

"Kate demonstrates how the golden rule of restaurants is really the golden rule for everything."

—Thomas Keller, Chef & Restaurateur

Services:

- Keynote
- Speaker
- Panel Moderator
- Emcee

Most Requested Speeches:

- Leading with Love
- The 3 Pillars of Customer Service: Hello, Trust and Communication.
- Customer Experience: Your Best Friend, Secret Weapon and the Most Memorable Part of Your Brand
- Be the Boss: The 5-Point Method for Leading Your Team, Delegating Tasks and Setting Expectations with Your Clients and Team

Book Kate For Your Next Event:

- Call: 917-254-8975
- Email: kate@kateedwardscompany.com






Kate Edwards

I'M

SPEAKING

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Speaking with credibility and humor Kate leaves attendees uplifted and motivated. A hospitality veteran & captivating speaker, Kate will share her insights, unite your participants and make your event unforgettable long after it has ended.

Testimonials:

"As a service organization with over 1,500 locations across North America, we are always looking to improve on our ability to be 'the friendliest place in town.' **Kate delivered just what we needed during our annual convention.** Her presentation got our members attention from the start and everyone walked away with tools to improve their locations' level of hospitality. Kate truly had us at Hello!"

-Scott Hart, CEO, Moose International

"Service is our number one priority at BentoBox and Kate's presentation went a long way in helping us better communicate and serve our customers. **I can't recommend her enough.**"

-Steve Rossi, Strategic Director, BentoBox

"Recognizing their own individual leadership styles is such a difficult idea for young students to grasp; **Kate presented this task in a way that was manageable and applicable to their lives.** Thank you, Kate!"

-Kevin Murray, Program Director, Business & Entrepreneurship, National Student Leadership Conference (NSLC)

Clients & Press:

