



BIO

John, The “Ex-Disney Guy” and former Disney leader is an internationally known speaker, coach and author of the top selling book, *“Making The Customer Experience Magical Now!”* John has inspired audiences with over 3,500 presentations and keynotes all across the globe. He has appeared on all major TV networks and featured in the Virgin Atlantic In-flight Magazine as Australia’s Top Five Best Customer Service/Experience Speakers and Trainers after completing six successful speaking tours in Australia. John was also selected as one of the Top 10 World Global Thought Leaders and Influencers on Customer Loyalty in 2021, 2022 and 2023.

Prior to speaking, John acquired over 30 plus years of experience in top leadership positions with hospitality and assisted living industry giants like Hyatt, Hilton, Sunrise Assisted Living and over a decade with the Disney Company. During his time with Disney, John opened and managed their top luxury resorts, to hire and lead his teams to achieve the highest guest satisfaction ratings among all WDW Resort Hotels.

Today, John is *“America’s and Australia’s Customer Experience Coach”* and one of the World’s Foremost Disney Philosophy Experts on business growth, leadership, team culture and creating magical customer experiences. He continues to present and coach professionals, small businesses of all industries and tourism communities in Australia, Saudi Arabia, Jamaica, Dominican Republic, the Outer Banks and throughout the U.S. to help them create unique memorable customer experiences, staff and leadership training and customer focused winning team environments.

Videos:

- Keynote - AENC Close Cam <https://youtu.be/o89KX1uKqr4->
- Keynote Program Demo: <https://www.youtube.com/watch?v=j4-0-OGPhs8&feature=youtu.be>
- Speaking Demo: <https://www.youtube.com/watch?v=L-sIGAiuiG4>
- Virtual Program: <https://youtu.be/ngwLpMGBodE>

“Here is the written feedback we received on your presentation. Not only were you the top rating session of the conference – no surprise there, you received the highest marks of any keynote speaker we’ve ever had so congratulations and thank you for making me look good!”

- Melissa Bilka, SHRM-SCP, SPHR Vice President , Member Services

“Let the “Ex-Disney Guy”, America’s Customer Experience Speaker and the World’s Best Disney Philosophy Expert **Inspire, Engage and Elevate** Your Team or Audience Event Today!”

