

The *Art* of Exceptional Customer Service *and Leadership*



What is the magic of Disney? Join Doug Lipp as he takes you on an entertaining and insightful journey behind the scenes to discover both the secret of Disney's success and how it has overcome spectacular challenges.

Doug Lipp, an internationally acclaimed expert on customer service, leadership and global competitiveness, motivates and challenges audiences around the world as a consultant and speaker. Doug has spent over 25 years working from the front lines to the boardrooms of corporations around the world.

Formerly the head of training at Disney Studio's Walt Disney University, Doug also worked at Disneyland where he provided the well-known "Traditions" orientation program and other leadership courses. Doug was fast-tracked into management after extensive training in all aspects of theme park operations. During these years, Doug found that even strong organizations like Disney must embrace change and be willing to innovate.

Fluent in Japanese and with a Master's degree in International Business Communication, Doug was on the start-up team for Tokyo Disneyland, Disney's first international theme park. Both when he worked for NEC Electronics and currently in his private consulting practice, Doug addresses the topics of global and domestic customer service, leadership, and cultural diversity with his clients in the U.S. and abroad.

"His presentation was top notch and extremely well received. I would heartily and without reservation recommend Doug to any organization interested in giving its employees a peek at the dividends of investing in exceptional customer service."

"You have a unique ability to captivate an audience with your delivery and humor while also communicating pertinent and relevant information."

LaSalle Advisors

"You gave what was without a doubt the best presentation we have ever had. I would like to commend you on your pre-event research. Anyone hearing you would assume that you are a long term Remedy employee due to the skillful way you meshed our company culture, vocabulary, and methods into your presentation."

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