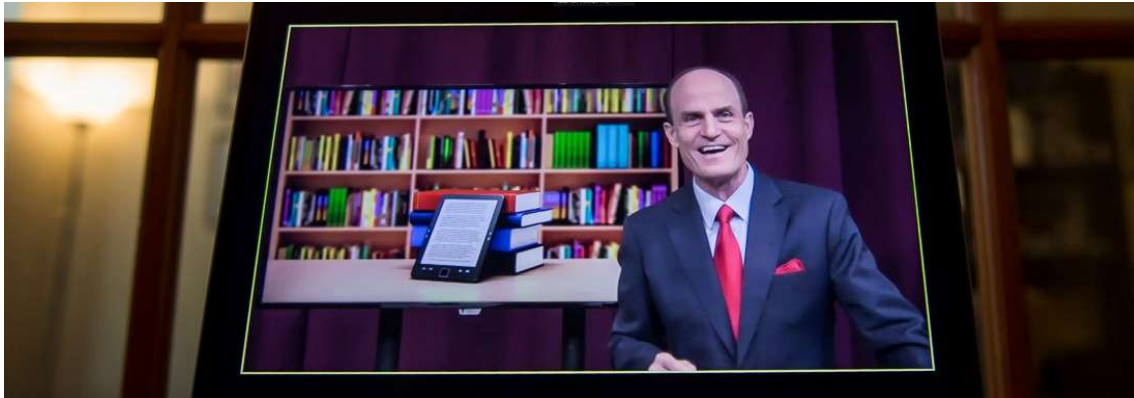


RON KAUFMAN

SERVE • CARE • LOVE



Ron Kaufman Biography

Ron Kaufman is the world's leading educator for uplifting service performance and building service cultures. He helps leaders, teams, and organizations learn how to serve better, care more, and generate greater value in our world.

Ron is author of the New York Times bestseller, *"Uplifting Service! The Proven Path to Delighting Your Customers, Colleagues and Everyone Else You Meet"* and 14 other books on service, business and inspiration.

His unique approaches to learning and leadership have been featured in the *New York Times*, *Wall Street Journal*, and *Harvard Business Review*. For many years, the Global Gurus Research Agency has ranked him the #1 Customer Experience Guru in the world.

Rated one of the "Top 25 Who's Hot" speakers by Speaker magazine, Ron presents insights and best practices from working with clients worldwide for thirty years. His energetic online and on-stage presentations and workshops have inspired millions.

He is founder of a worldwide education and consulting company that enables leaders and organizations to delight customers, improve performance, distinguish brands, and build sustainable service cultures.

Ron moved to Asia in 1990 to help Singapore Airlines and the government of Singapore create and launch a national service quality training organization.

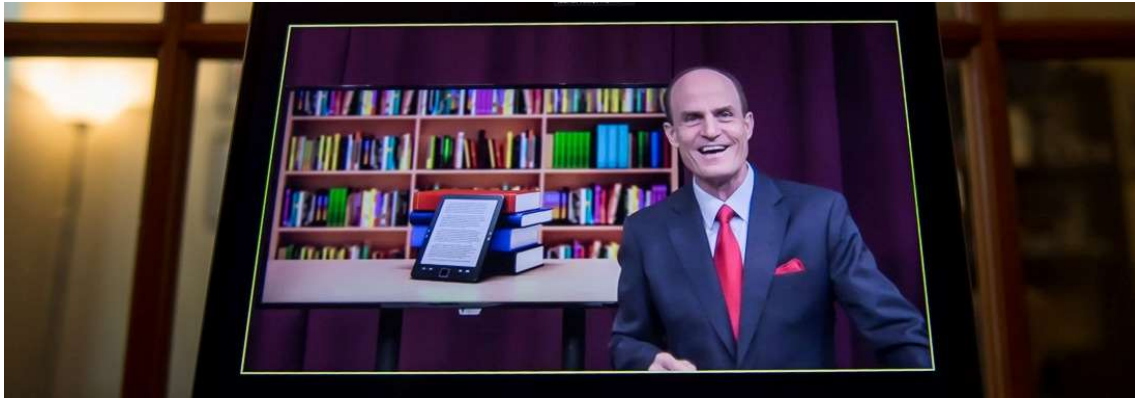
He is a graduate of Brown University, an avid scuba diver, a founding member of Asia Professional Speakers, and was inducted into the Ultimate Frisbee Hall of Fame for spreading the sport's "Spirit of the Game" worldwide.

Ron resides in Singapore with his wife Jen. They are committed to uplifting the spirit and practice of service and care in the present and for the future.

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Ron Kaufman Speaker Introduction

Note to the Introducer

Your energy will be felt by the audience – and appreciated! Put the best of yourself into this introduction using your own energy, style, and passion. Have fun!

Introduction

Good Morning! – or – Good Afternoon! – or – Good Evening!

It is my pleasure to introduce our speaker today, Mr. Ron Kaufman. Ron is one of the world's leading experts in improving customer experience and building service cultures.

He is the author of the New York Times bestseller *Uplifting Service* and fourteen other books on service, business, and inspiration. Ron is rated one of the world's top twenty-five "Hot Speakers" by *Speaker Magazine* for his high energy and high content presentations.

He has been featured in the *New York Times*, the *Wall Street Journal*, and *Harvard Business Review*. For five years in a row, the Global Gurus Research Agency has rated Ron the #1 Customer Experience Guru in the World.

Ladies and Gentlemen, Ron is a man on a mission – to uplift the spirit and quality of customer experience and care everywhere in the world – including with us here today.

Will you please join me in enthusiastically welcoming.... **Mr. Ron Kaufman.**