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# Customer Service Speaker Guide



raise the bar<sup>®</sup>

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# What we do....

We are proud to be one of the UK's most recognised speaking bureaus, working with over 350 high profile subject matter experts. Our extensive industry knowledge, expertise and down to earth approach enable us to work closely with organisations from around the world to understand their needs, and then provide the best recommendations from the following categories:

➔ **Sport & Olympic Speakers**

➔ **Business Speakers**

➔ **Adventure Speakers**

➔ **Speaker Workshops**

➔ **Entertainment**

We provide more than just a series of events and workshops. We work in partnership with each client to develop tools, techniques and strategies to ensure there is lasting business impact after we have gone, and our track record of performance improvements demonstrates the power of our collaborative approach.

We connect organisations to the most dynamic speakers on the planet.

**raise the bar**   
[www.raisethebar.co.uk](http://www.raisethebar.co.uk)

# Allan Leighton

One of Britain's most successful CEOs

Allan has built a reputation as a successful entrepreneurial businessman, a top business leader and motivational speaker. He's recently been appointed as Chairman of the Co-operative Group after leaving his role as CEO of high street jeweller, Pandora.

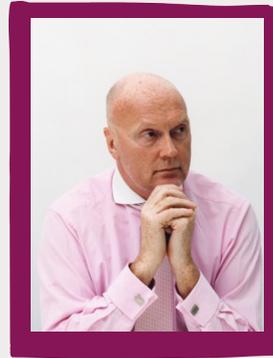
Before arriving at his current portfolio of directorships, Allan progressed from Mars salesman to Asda Chief Executive before taking on the role of President and CEO of Wal-Mart Europe.

Allan joined the Royal Mail as company Chairman in 2002 and went on to become the company's longest serving Chairman. Whilst in post, Allan drove a period of modernisation that returned the postal service to profitability and averted national strikes. In addition to his role at Royal Mail, he was Deputy Chairman of Selfridges and non-Executive Director of BSkyB.

He advises Loblaw, Canada's largest food retailer, and has served on the board at Dyson, Scottish Power and Lastminute.com, also chairing for Race for Opportunity.

As the Co-operative group's first non-executive chair under its new management structure, Allan provides a fascinating insight into what it takes to succeed in today's changing retail climate.

Allan is Patron of Breast Cancer Care and all proceeds from his books, 'On Leadership: Practical Wisdom from the People Who Know' and 'Tough Calls' are donated to the charity as part of his pledge to raise £1million for this fantastic cause.



## Additional Topics

- Retail
- Leadership
- Change

"A straightforward approach to business removing any management jargon."  
Leaders in London

# Deborah Meaden

Sales Entrepreneur

Deborah Meaden is a highly successful business woman and entrepreneur, who is best known for her appearances on the BBC's Dragon's Den.

At the age of 18 with very little capital, Deborah launched her own glass and ceramics import company supplying upmarket stores including Havey Nichols. Despite having sole agent rights, the goods started appearing in high street shops, and without the finances for a legal fight, Deborah walked away. Deborah then took on a franchise for Italian footwear and clothing company Stefanel, one of the first in the UK.

With several successful businesses in the leisure and retail sectors under her belt, Deborah became Managing Director of her family's holiday park business, Weststar Holidays, acquiring a majority share in a management buyout and later sold the company in a deal worth £33million whilst retaining a 23% stake.

Since moving away from the leisure industry, Deborah has become an investor and business advisor. Having first invested in a market research company, Deborah became a household name through her presence in the BBC's Dragon's Den. The show has led her to invest and advise in all manner of businesses from a wool manufacturer to a baby products company, an online antique valuation service to a recipe website.



## Additional Topics

- Entrepreneurship
- Leadership
- Women in Business
- Retail

"Raise the Bar set the benchmark when it comes to booking the right conference speaker. Professional, knowledgeable and simple to work with."

# Justin Stead

Former CEO, Aurum Holdings

Justin was CEO of Aurum Holdings, a portfolio of brands including Mappin & Webb, Goldsmiths and Watches of Switzerland from 2007 - 2014, driving record profits during recession. He is now Chairman of online furniture retailer, Sofa.com.

During his recent tenure at Aurum as CEO, the business quadrupled profits, growing from £6M to £24M+ in just four short years during one of Britain's and Europe's most challenging economic periods.

Justin was born and raised in small town in Queensland, Australia. He started his career in the United States after graduating with an Economics degree from Oklahoma State University and completing a Masters Degree in Business Administration from the University of Texas.

Justin has lived and worked in over 50 countries and from these very rich and varied experiences, he possesses a very unique global perspective not only in the business area, but in how to inspire and motivate small and large groups of people to achieve objectives previously thought to be impossible.

Under Justin's leadership, Aurum Holdings went from strength to strength and is a key player in the global watch and jewelry retail sector. Justin's strengths are in his ability to be a strong catalyst of change, a vision creator, and a decisive strategic thinker, whilst being a very inspirational leader to all levels of management right through to the customer facing side of business.



## Additional Topics

- ➔ Change
- ➔ Leadership
- ➔ Inspirational
- ➔ Retail

"Justin is an outstanding communicator and brings his journey to life in a very personal, passionate and visionary way. He puts people first, maintains high energy and keeps his message simple and effective to move strategy forward."  
Barclays Corporate Banking

# Andrew McMillan

Formerly responsible for John Lewis' Customer Services

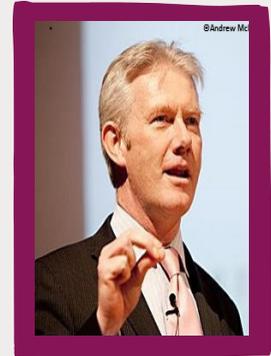
Andrew McMillan was formerly responsible for John Lewis' Customer Services. He is currently Principal at Engaging Service specialising in customer experience and employee engagement.

Andrew started his career as a Management Trainee with the John Lewis Partnership at Brent Cross. He quickly moved up through the management ranks, before moving to Head Office to take charge of their Consumer-Centric Intelligence Team.

In 2000, Andrew was asked to lead customer services for the department store division. This role saw him develop JLP's market-leading culture and attitude towards customer service and sales with 20,000 customer-facing Partners in 26 John Lewis stores nationwide. A consumer-driven culture is something that has now become synonymous with the John Lewis brand. During his tenure John Lewis won awards for customer service from Which?, Verdict and Retail Week and were frequently cited in the media as a leading customer orientated organisation.

While at John Lewis, Andrew advised many other non-competing organisations on their customer service strategy and is seen as an expert in the field. Andrew has spoken on the subject at conferences worldwide and has had many articles published in specialist publications and the national press.

Since leaving John Lewis, much of Andrew's work has been in the public sector, he has helped a number of local authorities develop their strategy to deliver a distinct and differentiated customer experience.



## Additional Topics

- ➔ Innovation
- ➔ Business Strategy
- ➔ Sales
- ➔ Retail

"Andrew was very professional and motivational, with just the right mix of business and fun to ensure that all the desired outcomes were reached."  
Magnet Group

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