

Laurie Barkman

KEYNOTE SPEAKER • WORKSHOP FACILITATOR

"Laurie - Thank you for all your work here - Excellent stuff & you have become a really good motivator. Team is pumped."

- John Pisker, General Manager, Four Points by Sheraton
James Armstrong Richardson International Airport

Dynamic, passionate, knowledgeable and fun...

are all words past participants have used to describe Laurie's presentations. Her real life stories and common sense approach to creating a **strong corporate culture**, built on service, provide listeners with ideas and strategies they can implement starting **NOW!**

5 Diamond Reviews

"Laurie is the most remarkable teacher I have ever encountered and can bring out the most amazing customer services skills in anyone. She not only teaches people how to give the best customer service anyone will find, she makes it fun and interactive. My staff loved her, and every single staff member got right into it and learned so much. It has been just over a week since she gave a two day seminar to all my staff and they are still talking about how great it was."

- Danielle Streilein, Front Office Manager, The Grand Winnipeg Airport Hotel

"Laurie has developed and delivered professional training programs within our company to the highest standard. She has taken our in-house programs and utilizing new technologies has developed the next generation of educational tools our company will utilize for training both our highest and entry level employees. Without hesitation I would confidently recommend Laurie for any projects she undertakes."

- Warren Janes, General Manager, Lakeview Inn & Suites Fort Nelson

Laurie Barkman...

is a customer service expert. She worked in the service industry for over twenty five years, starting off as a food & beverage server at Boston Pizza and then worked her way up to Director of Sales & Marketing for a national hotel management company. Along the way, she has seen the impact that excellent customer service, both internal and external, can have on a business.

Laurie's mission is to provide companies and service professionals the training and resources they need to be customer service leaders.



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