



MULTI AWARD WINNING BUSINESS LEADER
TRUSTED ADVISOR
PROFESSIONAL SPEAKER

PETER MERRETT

MAKING BUSINESS WONDERFUL

Inspiring vibrant human-spirited cultures with
best-in-class customer service.

Practical insights from 30 years' international
experience as a chef, luxury hotelier and
corporate business leader.

NOURISHING THE HUMAN SPIRIT OF ORGANISATIONS ACROSS THE GLOBE

INTERNATIONAL BUSINESS ADVISOR, CUSTOMER
LOYALTY INNOVATOR AND PROFESSIONAL SPEAKER

Drawing from his distinguished accomplishments as a chef, luxury hotelier and corporate business leader - Peter nourishes the human spirit of organisations across the globe, with straightforward, uncomplicated and refreshing practical solutions. To motivate employee fulfilment; inspire customer loyalty and increase profitability.

We call you
Memorable Mister
Merrett. It's been
2 years since your
keynote and we still
talk about it today!



TRACY FLISSAR

Vice President



PETER'S AWARD-WINNING SPECIALITIES

REAL-WORLD BUSINESS EXPERIENCE
FROM 3 DECADES, 11 COUNTRIES AND OVER
20 AWARD-WINNING ACCOMPLISHMENTS

You are in safe and caring hands. Peter's refreshing approach comes with no theory - but honest real-world business experience, blended with potent lessons of leading with heart and humility.

Amongst over 20 prestigious career awards, Peter led his teams to win the International Office Building of the Year for Tower 42 in London, to win the Best Customer Experience in the World for JLL Australia and to twice win the United Kingdom's Hotel of the Year.



I have never
seen the team
so energised and
raring to go!



BEN BOOKER
General Manager



A DEEPLY REFRESHING APPROACH TO EMPLOYEE AND CUSTOMER LOYALTY

BRINGING COLOUR, FUN AND
CONNECTION BACK TO WORK

Peter delivers emotionally connecting
and heart enriching keynote experiences,
coaching and facilitation of workshops -
to transform the culture of organisations
with positivity, kindness and trailblazing
customer service.

He provides a fascinating global view
from working in 11 countries across a
multitude of industries.



UNVEIL INVALUABLE INSIGHTS AND OUTCOMES

PETER'S SPECIALITY TOPICS AND EXPERIENCES ARE CUSTOM-MADE
TO FOCUS ON THE FOLLOWING OUTCOMES AND BENEFITS

HAPPY EMPLOYEES

Higher employee attraction, satisfaction and retention; appreciated and recognised team spirit; an aligned culture of heart.

LOYAL CUSTOMERS

Increased spirit of service; trailblazing innovation; magnetic customer delight and retention; established competitive advantage

INSPIRING LEADERSHIP

Role model human-spirited leadership; whole business wellness; enviable industry reputation as best-practice pioneers.

INCREASED PROFITABILITY

Amplified sales, profitability and repeat business through higher customer engagement, trust and loyalty.

SPREAD YOUR WONDER WINGS AND SEE SALES, PROFITABILITY (AND HEARTS) SOAR

HAPPY EMPLOYEES, LOYAL
CUSTOMERS, INCREASED
SALES AND PROFITABILITY

Both employees and customers have a simple choice in life. They get to decide whether they come through your doors - or not.

Peter provides a new set of wings and a timely magic formula - inspiring a perfect harmony of happy loyal employees and customers, to make your sales and profitability soar.

A must experience
for any business
that wants to
increase employee
and customer
engagement.

★★★★★

BELINDA FALZON

Chief Operating Officer

KINGP/N



The feedback was
off the charts!
I would say Peter is
one of the top five
Customer Service
speakers. Not just in
Australia, but the
world!



DALE BEAUMONT
Chief Executive Officer

BusinessBlueprint



A TAILORED MENU OF SERVICES AND EXPERIENCES



HAND-CRAFTED STIMULATION,
EDUCATION AND TRANSFORMATION

TRUSTED ADVISOR

Specialist and tailored in-house advisory mentor, sounding board, and innovative architect of team culture and best in class customer service.

KEYNOTE SPEAKER

Award-winning immersive keynote experiences that enliven human-spirited team cultures and best-in-class customer service.

MYSTERY SHOPPER

A custom-made undercover review of your team and customer experience, with supportive steps to make your culture shine.

FACILITATOR

Fun, engaging and transformative in-person and online workshops and masterclasses, fully customised for groups of all sizes.

LEADERSHIP COACH

Pioneering one-on-one and group coaching to support, guide and nurture a vibrant employee and customer service culture.

Peter was absolutely magical as he shared his Wonder during our first virtual national event.



ROBERT GEBHARDT

President



SOCIETY FOR HOSPITALITY
AND FOODSERVICE MANAGEMENT

CAPTIVATING ONLINE EXPERIENCES

FRONT ROW SEATS TO WONDER

Welcome to The Wonder Room, a technologically advanced studio for immersive online presentations, workshops, team-talks and coaching experiences.

Featuring multiple professional cameras, audio and lighting that provide an uncomplicated live streaming experience.



**LET'S
BUILD THE
BUSINESS
OF YOUR
DREAMS.**



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