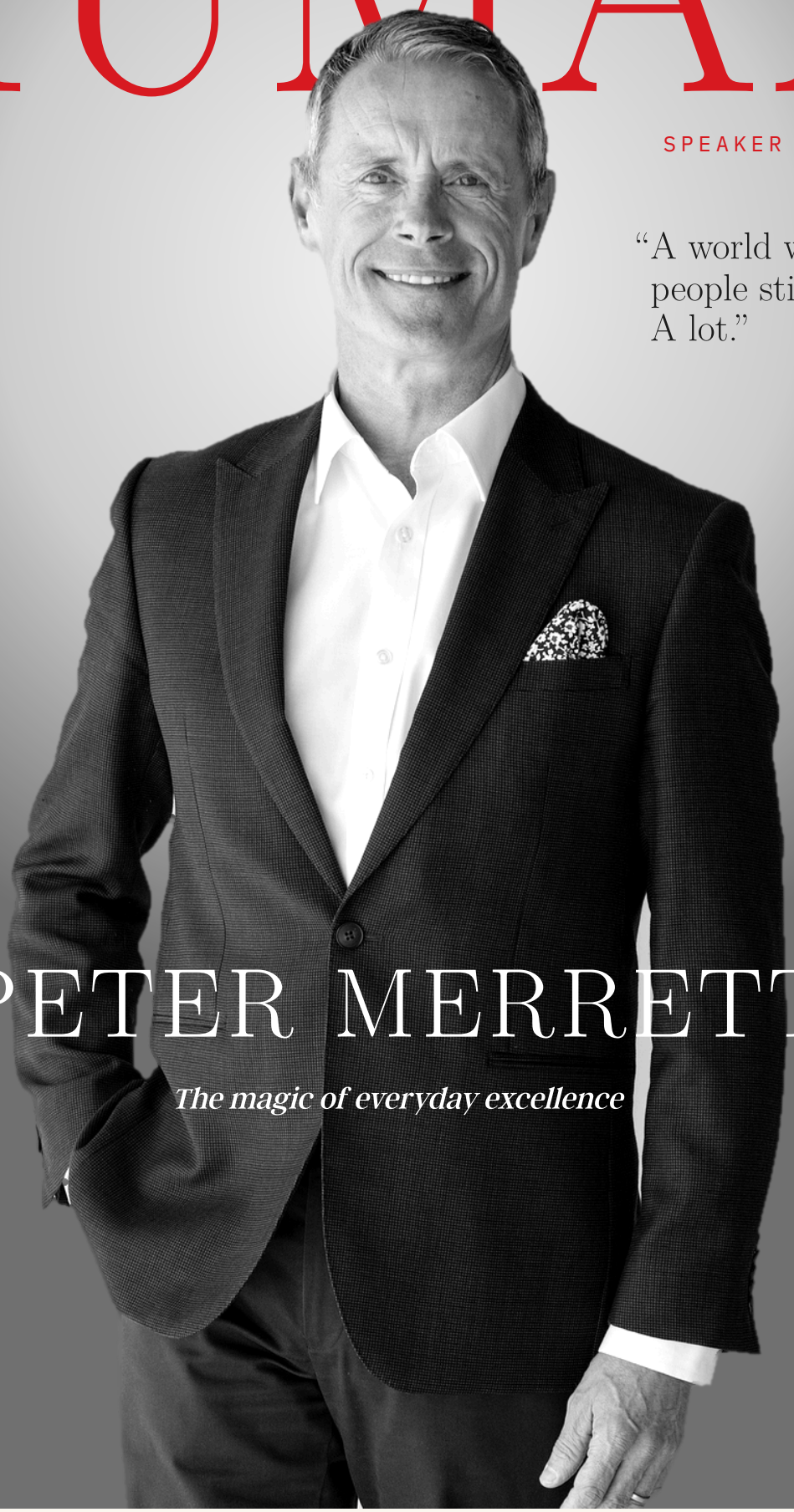
THE WONDER ISSUE

HUMAN

SPEAKER KIT · 2027

"A world where people still matter. A lot."



PETER MERRETT

The magic of everyday excellence

HUMAN · THE WONDER ISSUE
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9 772026 027002
NO. 01 · 2027 *Priceless*



Welcome

Welcome to you

Throughout my career leading luxury hotels, one of our simplest traditions was preparing personal welcome notes to leave in our guests' rooms, so they knew we had been thinking of them before they arrived.

Consider this mine.

Whether you're planning an unforgettable conference, elevating your culture or reimagining your customer experience, I believe the greatest possibilities always begin with people. Noticed, cared for and inspired to bring their very best.

Inside, you'll find the ideas I share, the experiences we create and a taste of what we might achieve together.

I'd love to hear what you're imagining.

With grateful wishes,



People.
What a brilliant idea.

For more than three decades, Peter Merrett has made human excellence his life's work, with one simple belief: greater care, higher standards and more joy make very good business sense.

Exceptional leadership, connected cultures, unforgettable customer experiences and organisations people genuinely love to work for, buy from and belong to.

From chef to multi-award-winning luxury hotelier and commercial real estate leader, Peter has led teams, shaped cultures and created customer experiences recognised among the world's best.



In an increasingly artificial world, *our humanity has never been more valuable*

Technology is moving faster than most of us have time to absorb. Meanwhile, people are tired. Leaders are stretched. Teams are navigating constant change. Customers expect more, faster.

And somewhere in the rush to become smarter and more efficient, the human bit has become easier to forget.



THE PRESCRIPTION

The Pill

The instinct is often to add more tech. More process. More scripts. Peter's work begins somewhere else: with the one advantage technology cannot copy. **Human intelligence.**

Not instead of technology. *Alongside it.*

RX · PRESCRIBED BY PETER MERRETT — REPEATS: UNLIMITED

A little more humanity.
Taken daily.



ACTIVE INGREDIENTS	The warmth in a welcome. Pride in doing something properly. Curiosity about what might be possible. The confidence to use good judgement. The freedom to show initiative. Permission to have fun. And the care that tells somebody they actually matter.
DIRECTIONS	Dare to be different. Notice. Imagine. Connect. Raise the standard. Choose better words.
SIDE EFFECTS	People stay longer. Customers feel it. Loyalty grows. Reputation strengthens. Commercial results follow.

Everyday excellence. *With a very human pulse.*

PART ONE

Speaking

The signature keynote trilogy

SIGNATURE KEYNOTE TRILOGY

Three keynote experiences. *One human philosophy.*

Each keynote experience stands distinctly on its own. Together as a trilogy, they explore what becomes possible when we place human excellence at the heart of leadership, culture and service.



1

Remembering Human Intelligence®

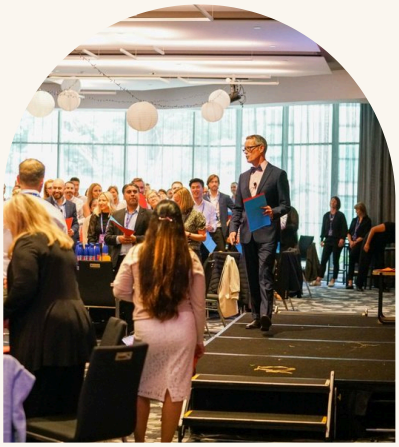
Thriving through human excellence in an artificial world



2

Becoming a Culture People Never Want to Leave

Mastering the rituals of human connection



3

The Craftsmanship of World-Class Service

Creating lasting loyalty through unforgettable customer experiences

WATCH PETER'S SHOWREEL

FLAGSHIP KEYNOTE

1 Remembering Human Intelligence®

THRIVING THROUGH HUMAN EXCELLENCE IN AN ARTIFICIAL WORLD

We've never lived in a world with more technology, automation and artificial intelligence. Yet people have never been hungrier to feel *genuinely seen, valued and appreciated.*

As organisations race to become faster, smarter and more efficient, we risk automating the one competitive advantage technology can never replace: our humanity.

Peter reveals how everyday excellence, delivered consistently and from the heart, becomes a brand's most durable competitive edge.

He reconnects audiences with the insight, warmth and judgement that define our human intelligence, showing how care, connection and daring creativity shape distinctive service and thriving, healthy cultures.

> ***Through real-life stories, unexpected surprises and immersive moments, Peter transforms the room into a living celebration of human connection, curiosity and joy.***

You'll leave ready to...

- See your work, leadership and relationships through fresh eyes.
- Lead with bolder curiosity, presence and appreciation.
- Bring greater care, connection and joy into everyday service.
- Put Peter's signature Wonder methodology to work immediately.
- Turn human excellence into a powerful competitive advantage.

This experience can be delivered as a stand-alone keynote or expanded into an immersive half-day or full-day program – all carefully tailored to your organisation, people and ambitions.





2 Becoming a Culture People Never Want to Leave

MASTERING THE RITUALS OF HUMAN CONNECTION

Extraordinary cultures are never declared. They're intentionally crafted. Not through KPIs, values statements or employee handbooks, but through the conversations, language, standards and everyday rituals that tell people: *you matter here.*

Peter reveals how small human moments can profoundly influence pride, performance, retention and belonging.

Audiences discover how to turn routine processes into distinctive experiences, spark greater creativity and expression, and make care something people don't simply talk about, but practise as the norm.

Culture isn't something Peter simply talks about; he brings it to life in the room.

> ***Through real-life stories, playful surprises and moments of genuine connection, he creates an oxygen pump of energy, ideas and joy – with practical, easy-to-implement ingredients for shaping a more connected, joyful culture the very next day.***

You'll leave ready to...

- Create an environment where people genuinely feel they matter.
- Use everyday rituals to inspire trust, pride and belonging.
- Turn routine processes and transactions into distinctive connected experiences.
- Bring greater creativity, care and expression into your cultural DNA.
- Become an employer of choice where great people want to join, thrive and stay.

This experience can be delivered as a stand-alone keynote or expanded into an immersive half-day or full-day program – all carefully tailored to your organisation, people and ambitions.





3 The Craftsmanship of World-Class Service

CREATING LASTING LOYALTY THROUGH UNFORGETTABLE CUSTOMER EXPERIENCES

The organisations customers remember aren't always those with the biggest budgets, fanciest technology or the most sophisticated systems. *They're the ones that make people feel something.*

Peter knows that world-class service is created by attention, not extravagance.

The words we choose. The details we perfect. The standards we set. The care we take. Those small, unexpected moments that make people feel seen, valued and appreciated.

He reveals how craftsmanship, care and daring creativity transform ordinary interactions into distinctive experiences customers remember, recommend and return for, creating a commercial advantage that's difficult to copy.

> ***Through real-life stories, surprises and immersive moments, Peter turns the room into a hot-air-balloon launch, releasing the sandbags that weigh service down and inspiring experiences that soar.***

You'll leave ready to...

Recognise the service opportunities most organisations overlook.

Transform ordinary interactions into thoughtfully crafted experiences.

Create exceptional human moments that inspire trust, loyalty and advocacy.

Bring craftsmanship, care and daring creativity to every customer experience.

Turn unforgettable experiences into lasting loyalty and competitive advantage.

This experience can be delivered as a stand-alone keynote or expanded into an immersive half-day or full-day program – all carefully tailored to your organisation, people and ambitions.





PART TWO

Signature Experiences

There's a whole lot more...

Beyond the keynote. *A whole house of possibilities.*

Peter doesn't simply speak and say goodbye.

Organisations often first meet him on a conference stage, then invite him further inside to work alongside their leaders, experience the business through a customer's eyes, bring teams together or turn fresh thinking into everyday reality.

SIGNATURE EXPERIENCES

À la Carte Menu

CHEF'S SPECIAL
The Wonder Lab™ ..... HALF OR FULL DAY
Custom workshops with a difference

KITCHEN ACADEMY
WonderChef™ ..... UNIQUE EVENT EXPERIENCE
The delicious art of attention to detail

SERVED ONLINE
The Wonder Room ..... ONLINE AND HYBRID
Online experiences with a very human pulse

MYSTERY GUEST
Undercover Wonder™ ..... DISCOVERY
Revealing what most organisations can't see

CHEF'S TABLE
Customer Experience & Culture Advisory ..... PARTNERSHIP
Creating exceptional customer experiences and cultures, consistently

CUSTOM BANQUET
Create your own experience ..... MADE FOR YOU
Not on the menu? Let's design it together

Entry requirements: an open heart, a playful spirit and a willingness to join in.

One keynote. *Or a whole lot more.*

PART THREE

Why Peter?

Making magic together



HIS STORY

A lifetime spent *noticing*

Peter Merrett has spent a lifetime fascinated by what makes people, cultures and customer experiences exceptional.

It started in kitchens, continued through some of the world's finest hotels, and eventually took him into commercial real estate, boardrooms and conference stages around the world.

Along the way, one thing became increasingly clear: exceptional is rarely expensive, but always intentional. The difference lives in how we lead. How we serve. What we notice. The standards we accept. The words we choose.

And the greatest lesson of all: *true luxury has always been human.*



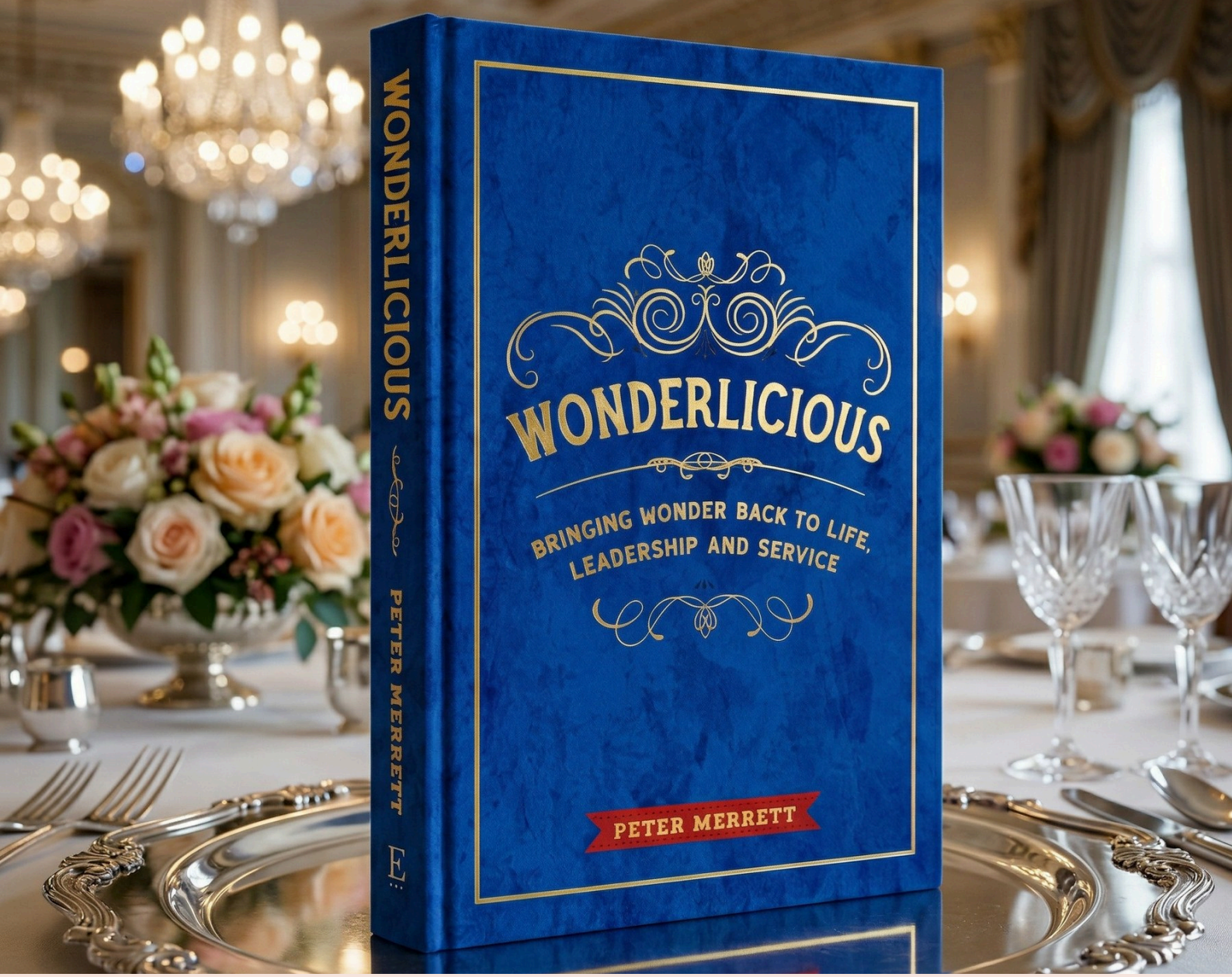
FRESH LENS

An eye for what *others overlook*

Peter has lived a career noticing what others have stopped seeing. The brilliant person nobody thought to celebrate. The unnecessary friction everyone has learned to live with. The missed opportunity hiding inside an ordinary moment.

Over time, that instinct became his signature Wonder methodology: a way of bringing fresh eyes to familiar things. Peter brings it to organisations that want to raise their standards, deepen human connection and stand out for all the right reasons.

Not to make everything grander. *To make what matters better.*



FROM THE BOOKSHELF

Wonderlicious

Part leadership. Part hospitality. Part life.

Born from a lifetime of handwritten observations, ideas and lessons, *Wonderlicious* is Peter's joyful exploration of human excellence: the small moments, courageous questions and deeply human behaviours that transform the way we lead, work, serve and live.

"A true smorgasbord of life lessons that I devoured. Outstanding!"

ADAM GRAY · MICHELIN-STARRED CHEF, UK

"An instant classic and a modern masterpiece."

DALE BEAUMONT · FOUNDER & CEO, BUSINESS BLUEPRINT



A GIFT THAT KEEPS GIVING

Signed deluxe hardcovers are available for your team or conference.

MORE ABOUT WONDERLICIOUS

TRACK RECORD

From the operator's chair. *Not the lectern.*



Before Peter ever spoke about human excellence, he spent a career creating it at the highest level.

30+ YEARS

Luxury hospitality, service and customer experience

2×

UK Hotel of the Year

Ashdown Park Hotel and Redworth Hall Hotel

#1

International Office Building of the Year

Tower 42, London

#1

Best Customer Experience in the World

JLL Australia

2024

Australia's Keynote Speaker of the Year

Professional Speakers Australia

14 COUNTRIES

International speaking experience

CSP

Certified Speaking Professional

Author

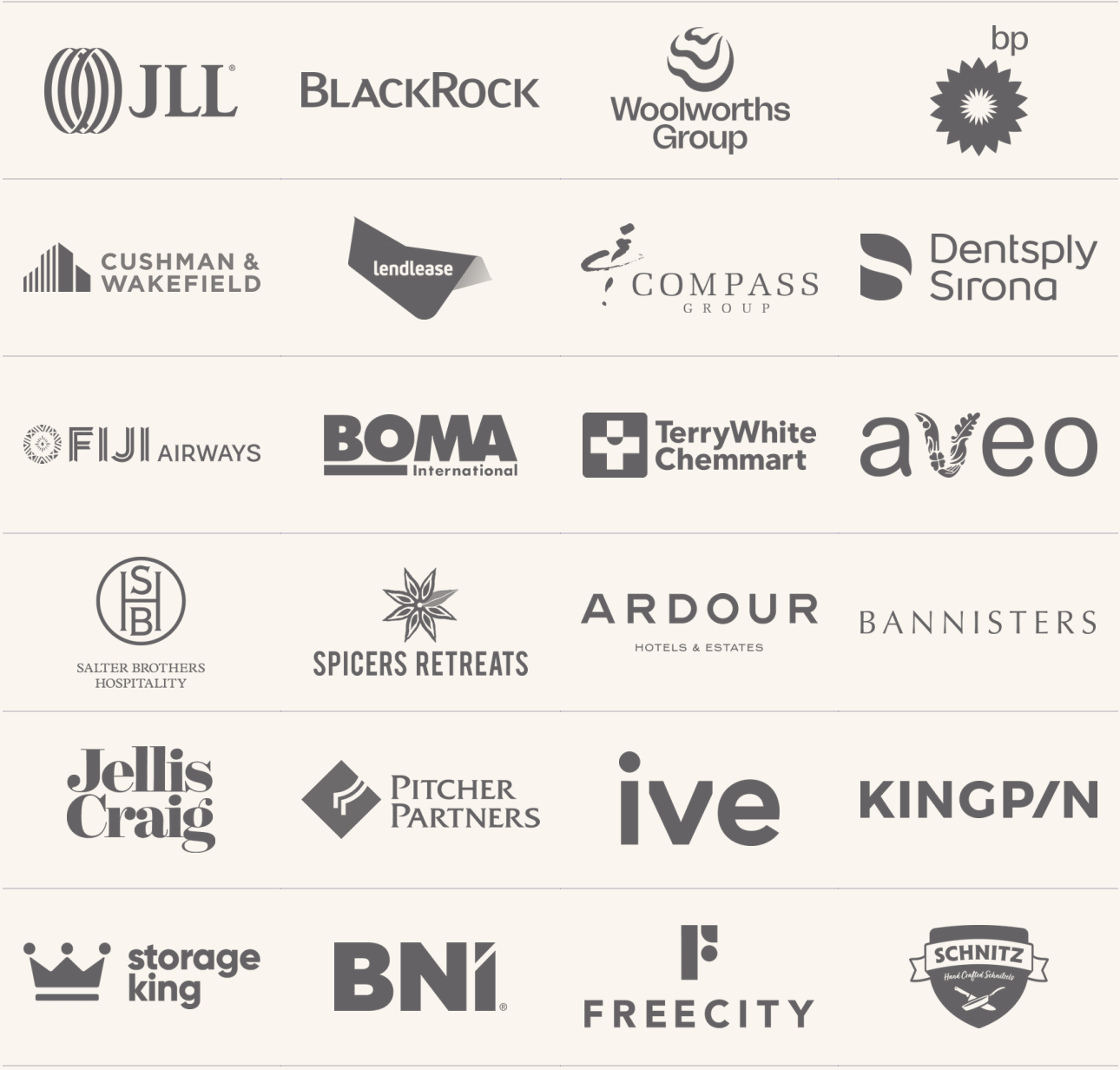
Wonderlicious



PETER WITH THE AWARD-WINNING TEAM AT ASHDOWN PARK HOTEL

CLIENTS

Trusted by over 200 clients *around the world*



From luxury hotels to global property, finance, retail and healthcare.

VIEW ALL CLIENTS



WHAT CLIENTS SAY

Overheard...

> **“This was the first standing ovation we have seen in my 10-year history of running the annual JLL America conference. A truly memorable show that touched everyone!”**

DAN PUFUNT · PRESIDENT, US PROPERTY MANAGEMENT, JLL

“We call you ‘Memorable Mister Merrett’. It’s been two years since your keynote, and we still talk about it today!”

TRACY FLISSAR · US VICE PRESIDENT, JLL

“Your message will forever change the way I think about work. A must-experience for any business that wants to increase employee and customer engagement.”

BELINDA FALZON · COO, KINGPIN AUSTRALIA

“Peter set the bar incredibly high, and many attendees told me it was the best BOMA event they’ve been to in over 20 years.”

JARRETT WALTERS · COO, HAWAIIAN BUILDING MAINTENANCE

“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 · CEO, BUSINESS BLUEPRINT

THE ALL-IN SPEAKER EXPERIENCE

Five reasons to *book Peter*

1 He sees your world before he steps onto your stage

Peter doesn't begin with slides. He begins with you and immerses himself in your organisation, researches your audience and, where appropriate, experiences the business firsthand. The examples on stage become your examples: relevant and personal.

2 No two rooms receive the same keynote

Peter doesn't personalise a standard presentation with a logo. Stories, language, interactions and visual details are thoughtfully shaped around the people in the room. It feels created for them because it is.

3 He brings the credibility of someone who has actually done it

More than three decades leading people, building cultures and creating world-class customer experiences across luxury hospitality and global commercial real estate. Lived experience, not borrowed theory.

4 Audiences don't just watch. They become part of it

Chocolate. Balloons. Surprises. Storytelling. Reflection. Play. Peter creates immersive experiences that connect people, lift the room and make ideas memorable without losing their commercial purpose.

5 He doesn't behave like a visiting speaker

Peter becomes part of the event team. He listens, contributes, connects with attendees and cares deeply about the success of the whole experience, not simply his time on stage.

Peter's "ALL-IN" approach is genuinely rare.

And audiences always feel the difference.

CHECK PETER'S AVAILABILITY

COME AND SAY HELLO

Logistics and booking. *Effortless from your first hello.*

Share your date, location and audience. We'll take care of the rest.

1300 76 50 30 • **team@petermerrett.com**

Before

- Check availability
- A discovery call with Peter to learn about your requirements
- Receive a tailored proposal, including fee and travel. We'll take care of all travel arrangements
- Your date is secured with a simple agreement and deposit
- Nearer the date, a detailed briefing with Peter
- Any support you need with promoting your event

On the day

- Early arrival at the venue for set-up and a tech check
- Peter becomes part of your event team, on hand to help wherever needed
- Time spent with your attendees, and a *Wonderlicious* book signing if you'd like

After

- A detailed debrief with Peter
- A resources pack for your delegates to extend the learning

Ready for an encore?

Keep the momentum going with The Wonder Lab, Undercover Wonder or an advisory partnership

WHERE PETER CAN ENHANCE YOUR EVENT

As the opening keynote to set the tone, after lunch to re-energise the room, or as the closing message to conclude your event on a positive high.

TRAVELS FROM
Sydney, Australia

OR LIVE ONLINE
The Wonder Room

We look forward to welcoming *you*



PETER MERRETT

PETERMERRETT.COM