

RICK DENTON

THE BEST MEALS ARE SERVED OUTSIDE
AND REQUIRE A PASSPORT



SPEAKING TOPICS:

Downturn Proof Your Business – Downturns are scary. What if it's a recession?! The key to winning in a downturn...*Getting Customer Experience right*. Learn the fundamentals that will allow your company to win through this, or any, downturn

Don't Make a \$50 Million Career Mistake – How applying a Total VOC approach can help you find revenue in your company's "couch cushions" and prevent you from making a \$50 million mistake

The 20s: The Decade (NOT!) Everything Changed - Even with the world-altering changes of this decade, the fundamentals of Customer Experience did not change. 3 keys to emerging stronger than before with accelerated business growth

EX4CX
EXECUTION FOR CUSTOMER EXPERIENCE

PODCAST:



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BIOGRAPHY

Rick is on a mission to helping companies create tangible business value (read...\$\$\$) by improving their Customer Experience through a Total VOC (Voice of the Customer) approach.

In a fun and engaging way, Rick brings audiences to a greater understanding of how they can, starting today, be the engine that drives better customer experience in their organizations and stop "Survey & Score" and start "Listen & Act". Through 20+ years of experience in both the corporate and consulting world, Rick delivers quantifiable value to global companies across multiple continents. Rick hosts CX Passport, a podcast for customer experience and travel talk.

Prior Experience Examples:



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