**Marc Gordon Speaker Introduction**

For over 20 years, our speaker has been showing companies how to deliver experiences that create emotional connections, inspire loyalty, and drive referrals. His reputation as a customer experience expert has made him a sought after resource, regularly appearing on national television, radio, and in print.

CEO’s have referred to him as a game changer. The Oprah Winfrey Network has called him a marketing superstar. And he is the only speaker in his field to have spoken at the World Management Forum in Iran.

In spite of all this, his kids still only care about what he brings back for them when he travels.

(This morning) (This afternoon) (Tonight) he will challenge us to defy conventional thinking and question everything we know about customer relationships. All with the goal of us becoming our own customer experience experts.

We are thrilled to have him with us.

Please welcome Marc Gordon.