

DENISE LEE YOHN

author of the bestselling book, *WHAT GREAT BRANDS DO*

Extraordinary Experiences: How to Win Customers' Hearts and Dollars



How do some companies break through the clutter; compete with bigger, better-resourced competitors; and manage to grow and thrive when so many others fail? They earn customer love and loyalty through extraordinary experiences.

Restaurant and retail consultant Denise Lee Yohn gives you the complete blueprint for creatively designing and consistently delivering customer experiences that win over customers for life.

Learn how to get the edge that everyone else wants and excel at customer experience.

Blending a fresh perspective, twenty-five years of experience working with leading retail and restaurants brands, and a talent for inspiring audiences, Denise Lee Yohn is a leading authority on building and positioning exceptional brands. She has been a regular contributor to Harvard Business Review, Forbes, and FOX Business TV.



"a stimulating and enriching learning experience... excellent and generous interactions"

"attendees were blown away"

"a ton of best practices that we can implement right away"

"hands down, the best presentation in the entire conference"

"not only inspiring but highly actionable"



Prior engagements:

The Retailing Summit

Transformational CMO Assembly

American Marketing Association

Catalyst

Facebook

Cornell University

Yogurtland

National Restaurant Show

Lexus

Entrepreneur Growth Conference

...and more

Speaker video: <https://vimeo.com/deniseleeyohn/speaker>

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