

Stand-up For Service Keynote Featuring Andrew Grose

About the keynote:

Combining the delivery of a polished corporate comedian with a business background and education, Andrew provides a fun and informative 30-minute interactive presentation that combines comedy and valuable customer service information. Each presentation is tailored to incorporate key principals of the organization or specific messaging if required and an outline of the presentation is always made available in advance of the session for management to review and approve.

About Andrew:

Andrew is an accomplished comedian and award-winning radio personality who has spent the past 25 years with a microphone in his hand. He has a Masters of Business Degree and an undergraduate Bachelor of Commerce degree specializing in marketing and customer service.

Prior to becoming a comedian, Andrew was in senior management at several companies in the steel, transportation and service industries. He was previously the producer of the “Laughing for Cancer Benefit” which raised \$1 million for the Alberta Cancer Foundation and currently produces The Edmonton Comedy Festival which has been recognized at The Canadian Comedy Awards as the best run small festival in the country.

About the message:

From the person who answers the phone to the Chairman of the Board, Andrew will instill in your staff their value as employees but, more importantly, as representatives of your company. He will provide tools for remaining calm and having a sense of humour when the person they are dealing with has neither. Staff will leave this presentation both entertained, informed and invigorated. They will feel more prepared than ever before to deal with the public in a confident and friendly manner while avoiding the stress of common situations.