



Andrew McMillan

Authority on Customer Experience & Strategy



CSA Celebrity Speakers Ltd

Andrew McMillan is a leading authority on customer service. He is the Founder and CEO of Engaging Service, a consultancy he founded in 2012 which is specialised in employee engagement and customer experience. As an advisor to both private and public sectors, he is widely recognised for developing John Lewis' much admired sales and service culture consistently held up as an example of best practice.

"A reference in employee engagement and customer experience"

In detail

Andrew started his career in Brent Cross, and soon he moved up the ladder to head a department in the flagship Oxford Street store, before switching to the Intelligence Team. He also spent 28 years working with the John Lewis Partnership where he led on customer service for the department store division from 2000. In this role he managed chain-wide customer complaints and developed JLP's market-leading culture and attitude towards customer service and sales. Andrew advised many organisations on their customer service strategy and became recognised as an expert and worldwide speaker in the field. He published many articles in specialist publications and the press. He also is chair of the Customer Experience Committee for the British Council of Shopping Centres.

What he offers you

In his presentations Andrew explains that customer service quality should reflect internal culture. And in a climate where many are making cuts, he argues that creating a distinct, discernable and appealing personality for a business through the employees, by viewing them as an asset rather than a cost can deliver a degree of long lasting competitive differentiation few achieve, but many aspire to.

How he presents

Andrew presents in an entertaining way and provides interactive introductions into a topic with the aid of examples and best practices that relate to the audience's daily work situation and its implications globally.

Languages

He presents in English.

Want to know more?

Give us a call or send us an e-mail to find out exactly what he could bring to your event.

How to book him?

Simply phone or e-mail us.

Topics

Developing a Distinct Customer Experience
Defining and Shaping Organisational Culture
Employee Engagement
Leadership and Customer Service
Retail