



Linda Moir
Expert in Customer Service



CSA Celebrity Speakers Ltd

Linda Moir has worked in a number of high profile businesses that have developed extraordinary reputations for outstanding customer service. In 2012, Linda led the front of house Event Services team at the London Olympic and Paralympic Games where 15,000 volunteer Games makers hosted 9 million spectators. As Virgin Atlantic's Director of In Flight Services she was responsible for the airline's award winning service. Drawing on her unique background in customer service management Linda demonstrates how to deliver exceptional performance through people.

"Linda is a practical, informal and fun Speaker"

In detail

During her five years at Virgin Atlantic, Linda oversaw significant business growth whilst consistently driving the Virgin Atlantic service promise of 'Brilliant Basics, Magic Touches'. With the support of Sir Richard Branson she revised the recruitment, training, promotion and performance management of 5,000 Cabin Crew that led to the highest recorded customer satisfaction scores. Before joining Virgin she was a Director for National Air Traffic Services during the period of transition from public to private ownership. She started her career at British Airways and was involved in the organisation's transformation to a customer led business.

What she offers you

Linda's unparalleled success in customer service management serves as an inspiring model of performance delivered through people. Linda demonstrates how the connection between high levels of staff engagement leads to increased customer satisfaction and business success.

How she presents

Linda's insights into her successes and experiences are invigorating and thought provoking making her a perfect choice at a wide range of speaking engagements.

Languages

She presents in English.

Want to know more?

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

How to book her?

Simply phone or e-mail us.

Topics

Expert in Customer Service

Delivering Excellence

Bottom-up Leadership

It's The Little Details That Count