

Andrew McMillan is an internationally recognised keynote speaker, customer experience expert, and culture transformation specialist. As Founder and Principal of Engaging Service, he helps organisations create high-performing workplace cultures that drive exceptional customer experience, employee engagement, and long-term business success.

TOPICS:

- Customer Experience Excellence Employee Engagement & Workplace Culture
- Leadership & People Management Building Customer-Centric Organisations
- Culture Transformation & Organisational Change
- Business Transformation Through Culture
- Building Trust Through Service

LANGUAGES:

He presents in English.

IN DETAIL:

Best known for his influential leadership at John Lewis Partnership, Andrew served as Head of Customer Service from 2000-2008, where he helped shape the retailer's world-renowned customer-first culture. During this period, John Lewis earned widespread recognition from Which?, Retail Week and Verdict, for outstanding customer service across its nationwide stores. Following his time at John Lewis, Andrew became a Principal Consultant with a leading consultancy firm, advising major organisations on customer experience transformation and culture change. His work included award-winning projects with Plymouth City Council, NHS Foundation Trusts, and high-profile private sector clients, helping organisations improve service delivery, employee engagement, and customer satisfaction.

WHAT HE OFFERS YOU:

A highly sought-after business speaker, Andrew delivers inspiring and practical keynote presentations that show organisations how strong internal culture creates exceptional customer experience. As a keynote speaker, Andrew is known for demonstrating how employee engagement and emotional connection create lasting competitive advantage. He believes exceptional customer experience must be delivered consistently by every employee, every day, with authentic culture and shared values setting organisations apart in increasingly competitive markets.

HOW HE PRESENTS:

Known for his collaborative style, Andrew tailors every presentation to the client's objectives, delivering memorable talks that resonate with leadership teams, employees, and conference audiences worldwide.

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