



### Speaker Profile - Rachel Sweet

Rachel is an experienced speaker who can inspire and encourage others. There is no doubt that she is a Customer Service enthusiast with more than 15 years experience predominately in retail, hospitality, tourism and the care sector.

Both through motivational speaking and the delivery of interactive training, Rachel shares what she believes is the key to future business success - Outstanding Customer Service.

### Rachel's specialist subjects are:

- **Customer Service** - Give your customers an experience they will never forget
- **Business Development** - Tips and tricks on generating new business
- **Speed Networking** – A facilitated session ideal for any conference or event
- **Business Networking** - Does it work? How can I get the best out of it?
- **Exhibiting** - How to get the best out of events and exhibitions, lead generation and follow up
- **Being a Woman in Business** - Personal insight into being a woman in business as well as juggling motherhood

Rachel has worked for companies such as Virgin, Superdrug, Western Provident Association (WPA) as well as smaller retail and tourism organisations. She has always been intrigued about the subject of Customer Service and has become a specialist in Customer Care Strategies.

These days, Rachel runs two businesses - SweetSkills and a TelePA License, as well as supporting her husband's property maintenance business, being a mum, a Director on the Board of the Somerset Chamber of Commerce and also a UK Female Ambassador supporting Women in Business.

### Rachel has been a speaker and trainer for many organisations including:

