



# *Speaker* **DARREN ROSS**

**Listen Carefully, Respond Creatively**

Delve into the art of creating unforgettable moments that leave a lasting impression. Drawing from his multi-award winning 30 year career in hospitality, Darren will share captivating stories and proven strategies that elevate customer experiences to a competitive edge - one that is difficult for other to replicate. Learn how to transform interactions into memorable stories your customers will love to share.

