



INTERNATIONAL BUSINESS ADVISOR
CUSTOMER LOYALTY INNOVATOR
PROFESSIONAL SPEAKER

PETER MERRETT

Bringing Wonder To Life

Inspiring vibrant, profitable and human-spirited business cultures and extraordinary customer delight - with practical insights from 30 years' experience as a chef, luxury hotelier and corporate business leader.

LEADERSHIP MAGIC
CREATING CULTURES OF SIGNIFICANCE

NOURISHING THE HUMAN SPIRIT OF ORGANISATIONS ACROSS THE GLOBE

INTERNATIONAL BUSINESS ADVISOR, CUSTOMER
LOYALTY INNOVATOR AND PROFESSIONAL SPEAKER

Drawing from his distinguished accomplishments as a chef, luxury hotelier and corporate business leader – Peter nourishes the human spirit of organisations across the globe, with straightforward, uncomplicated and refreshing practical solutions. To motivate employee satisfaction; inspire customer loyalty and increase profitability.

We call you
Memorable Mister
Merrett. It's been
2 years since your
keynote and we still
talk about it today!

★★★★★

TRACY FLISSAR

Vice President



PETER'S AWARD-WINNING SPECIALITIES

REAL-WORLD BUSINESS EXPERIENCE
FROM 3 DECADES, 11 COUNTRIES AND OVER
20 AWARD-WINNING ACCOMPLISHMENTS

You are in safe and caring hands. Peter's refreshing approach comes with no theory – but honest real-world business experience, blended with potent lessons of leading with heart and humility.

Amongst over 20 prestigious career awards, Peter led his teams to win the International Office Building of the Year for Tower 42 in London, to win the Best Customer Experience in the World for JLL Australia and to twice win the United Kingdom's Hotel of the Year.



I have never
seen the team
so energised and
raring to go!



BEN BOOKER

General Manager



A DEEPLY REFRESHING APPROACH TO EMPLOYEE AND CUSTOMER LOYALTY

BRINGING COLOUR, FUN AND
CONNECTION BACK TO WORK

Peter delivers emotionally connecting and heart enriching keynote experiences, coaching and facilitation of workshops – to transform the culture of organisations with positivity, kindness and trailblazing customer service.

He provides a fascinating global view from working in 11 countries across a multitude of industries.



UNVEIL INVALUABLE INSIGHTS AND OUTCOMES

PETER'S SPECIALITY TOPICS AND EXPERIENCES ARE CUSTOM-MADE
TO FOCUS ON THE FOLLOWING OUTCOMES AND BENEFITS

HAPPY EMPLOYEES

Higher employee attraction, satisfaction and retention; appreciated and recognised team spirit; an aligned culture of heart.

INSPIRING LEADERSHIP

Role model human-spirited leadership; whole business wellness; enviable industry reputation as best-practice pioneers.

LOYAL CUSTOMERS

Increased spirit of service; trailblazing innovation; magnetic customer experience, delight and retention.

INCREASED PROFITABILITY

Amplified sales, profitability and repeat business through higher customer engagement, trust and loyalty.

SPREAD YOUR WONDER WINGS AND SEE SALES, PROFITABILITY (AND HEARTS) SOAR

HAPPY EMPLOYEES, LOYAL
CUSTOMERS, INCREASED SALES
AND PROFITABILITY

Both employees and customers have a simple choice in life. They get to decide whether they come through your doors – or not.

Peter provides a new set of wings and a timely magic formula – inspiring a perfect harmony of happy loyal employees and customers, to make your sales and profitability soar.

A must experience
for any business
that wants to
increase employee
and customer
engagement.

★★★★★

BELINDA FALZON

Chief Operating Officer

KINGP/N



The feedback was
off the charts!
I would say Peter is
one of the top five
Customer Service
speakers. Not just
in Australia, but
the world!



DALE BEAUMONT

Chief Executive Officer



A TAILORED MENU OF SERVICES AND EXPERIENCES

**HAND-CRAFTED STIMULATION,
EDUCATION AND TRANSFORMATION**

TRUSTED ADVISOR

Your ongoing mentor, sounding board,
and innovative architect of team culture
and customer loyalty.

KEYNOTE SPEAKER

Award-winning immersive keynote experiences
that enliven human-spirited team cultures and
extraordinary customer loyalty.

MYSTERY SHOPPER

A custom-made undercover review of your
team and customer experience, with positive
steps to make your culture shine.

FACILITATOR

Fun, stimulating and transformative in-person
and online workshop style learning, fully
customised for groups of all sizes.

LEADERSHIP COACH

Pioneering one-on-one and group coaching to
support, guide and nurture a leading employee
and customer culture.



Peter was
absolutely magical
as he shared his
Wonder during our
first virtual national
event.



ROBERT GEBHARDT

President



SOCIETY FOR HOSPITALITY
AND FOODSERVICE MANAGEMENT

CAPTIVATING ONLINE EXPERIENCES

FRONT ROW SEATS TO WONDER

Welcome to The Wonder Room,
a technologically advanced
studio for immersive online
presentations, workshops, team-
talks and coaching experiences.

Featuring multiple professional
cameras, audio and lighting that
provide an uncomplicated live
streaming experience.



LET'S
BUILD THE
BUSINESS
OF YOUR
DREAMS.

LEADERSHIP MAGIC
CREATING CULTURES OF SIGNIFICANCE

CONTACT

Jeff Rupp
Leadership Magic
5338 W Autumn Night Lane
Herriman, Utah 84096

CALL

(916) 749-5200

EMAIL

jeff.rupp@leadershipmagic.us

VISIT

leadershipmagic.us

