

A man in a blue suit and red bow tie is speaking on a stage. Behind him is a blue backdrop with the text 'BUILD THE BUSINESS OF YOUR DREAMS'. In the foreground, there is a table with a black tablecloth, a red balloon, and a small plant.

STEP INTO PETER MERRETT'S **WORLD OF WONDER**

INSPIRING VIBRANT HUMAN-SPIRITED CULTURES
WITH BEST-IN-CLASS CUSTOMER SERVICE

AUSTRALIA'S 2024 KEYNOTE SPEAKER OF THE YEAR

A man in a dark blue tuxedo with a white waistcoat and a red and white patterned bow tie is celebrating on a stage. He is holding a white envelope or certificate high in his right hand and a black fan in his left. The stage is filled with colorful confetti (red, yellow, purple, white) falling around him. In the background, a large screen displays a vibrant, abstract scene with red and blue floral patterns. To the left, a red balloon is visible in the foreground.

BRINGING WONDER BACK TO LIFE, LEADERSHIP AND SERVICE

NOURISHING THE HUMAN SPIRIT OF
ORGANIZATIONS ACROSS THE GLOBE

Drawing from thirty-five years of international luxury hospitality and corporate business experience, Peter nourishes the culture of organizations across the world: with uncomplicated, practical insights to inspire vibrant team cultures and best-in-class customer service.

FULL OF WONDER OUTCOMES

Happy Employees

An aligned culture of heart with higher employee appreciation and retention

Inspiring Leadership

Reputation as an employer of choice with role model human-spirited leadership

Loyal Customers

Trailblazing hospitality innovation with best-in-class customer experiences

Increased Profitability

Amplified sales and repeat business through higher team and customer loyalty




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





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



BEN BOOKER
General Manager

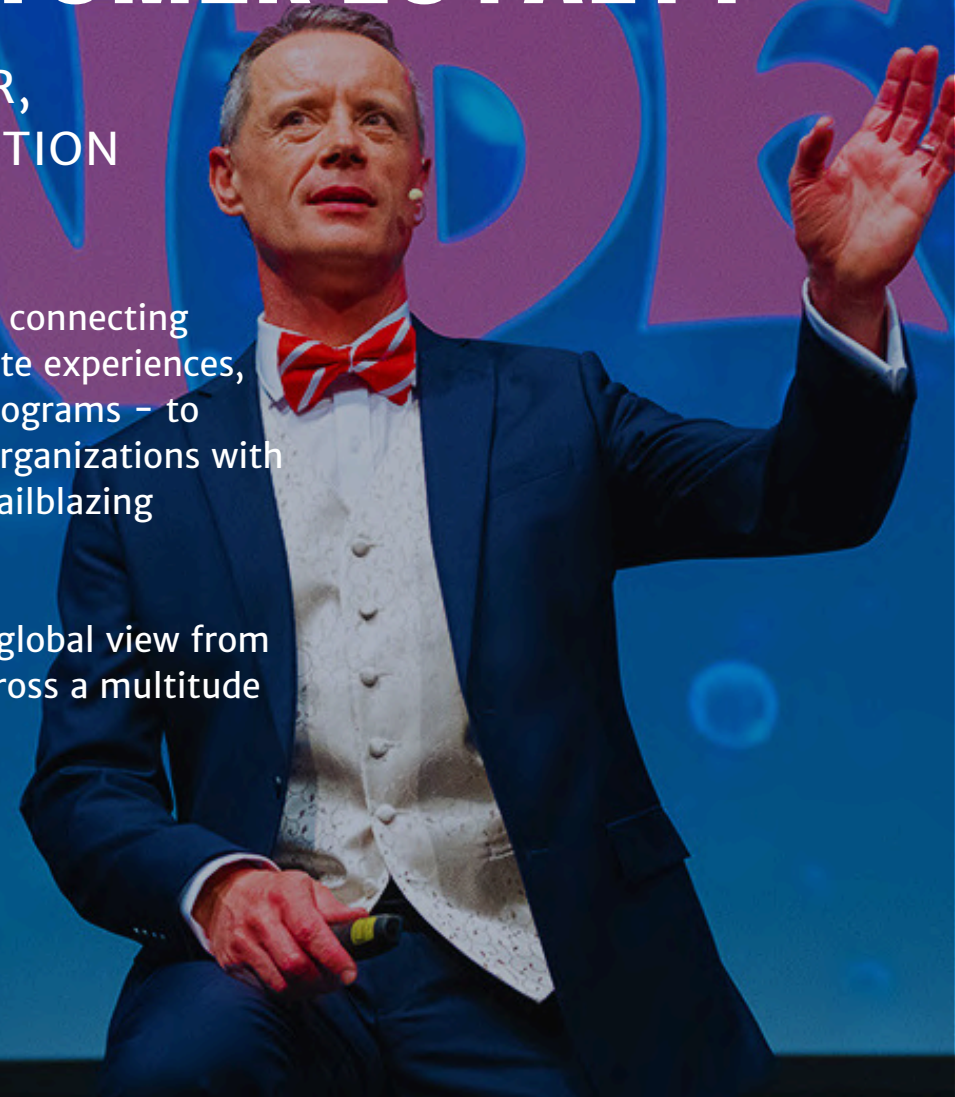


A DEEPLY REFRESHING APPROACH TO EMPLOYEE AND CUSTOMER LOYALTY

BRINGING COLOUR,
FUN AND CONNECTION
BACK TO WORK

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

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



A blurred background image of a person holding a carrot. The person is wearing a dark suit jacket and a light-colored shirt. The carrot is bright orange and is held vertically in the person's right hand. The background is a soft-focus outdoor setting with green foliage.

A (*DELICIOUS*) MENU OF TAILOR-MADE CULTURE ENHANCING EXPERIENCES

Trusted Advisor

Ongoing strategic support and guidance to stand out with enhanced competitive advantage

Mystery Shopping

Reach new heights of service excellence innovation with a custom-made undercover review

Presentations & Workshops

Refreshing and impactful practical lessons to bring wonder back to life, leadership and service

Leadership Coaching

Guidance to cultivate an adored team culture while driving exceptional customer service results

Team Talks

Transformative and culture enhancing camp fire style refreshment within your workplace

Speaker Influence Coaching

Enhanced speaking and presentation skills to captivate your clients in the spotlight



IN-HOUSE TRUSTED ADVISOR EXPERIENCES

SERVICE CULTURE
TRANSFORMATION WITH
PETER ON YOUR TEAM

As your in-house Trusted Advisor, Peter serves as a supportive sounding board and inspiring guide.

He also designs top-tier service culture strategies to pioneer a distinctive competitive edge.

AWARD-WINNING SPECIALITIES

REAL-WORLD BUSINESS EXPERIENCE
FROM THREE DECADES AND ELEVEN
COUNTRIES

Peter's refreshing approach comes with no theory, only real 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.





CAPTIVATING ONLINE EXPERIENCES

FRONT ROW SEATS
TO WONDER

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

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

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

BusinessBlueprint





READY FOR SOME WONDER?

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CONNECT



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