

Theresa Syer

Customer Experience Expert and Managing Director, Syer Hospitality Group Inc.

SPEAKER **BIOGRAPHY**

Meet Theresa Syer, the visionary behind countless customer-centric culture transformations. For over three decades, she's been an influential voice and leading authority on elevating customer experience management and creating thriving company cultures.

Theresa's not just a consultant; she's a master storyteller and a sought-after keynote speaker who believes in the power of people to create extraordinary outcomes.

With a background spanning senior leadership roles in luxury hospitality and 24 years as a successful entrepreneur leading Syer Hospitality Group Inc., Theresa brings a unique blend of strategic insight and hands-on experience.

Her innovative methodologies emphasize the human touch, guiding organizations to pivot from product-driven models to genuinely customer-centric cultures.

Theresa is an unapologetic optimist with an infectious passion for service excellence. She inspires audiences to design experiences that not only surpass expectations but also build a powerful, defendable competitive advantage.

As a Certified Speaking Professional (CSP), you can expect a presentation packed with actionable strategies, relatable anecdotes, and the genuine enthusiasm that makes her a truly unforgettable speaker.