



## Executive Biography



### Therese Garner Service Excellence Leader, Guest Experience, Coach & Trainer

Therese is a strong leader with demonstrated success across the hospitality industry – a service excellence motivator, coach, and mentor. She helps organizations from executive level to front-line associates learn to lead, and to engage guests and clients from the heart.

Extensive experience in frontline guest services with many leading organizations including Marriott, Hilton, Sheraton, Walt Disney World, Great Wolf Lodge of New England, and most recently Aramark.

Therese is a skilled project manager, builds strong relationships, with a major focus on customer experience across: Front Desk operations, Food & Beverage, Retail, Housekeeping, and Janitorial operations – she has worked across Retail, Hotels, Healthcare, Corporate Dining, and Higher Education.

Therese was instrumental in the planning and execution of bringing new hospitality venues and properties online at Walt Disney World and Great Wolf Lodge. Also responsible for the hiring, training, and retraining of cast members and associates in new and existing properties. Her most recent role was as a Service Excellence Trainer for Aramark Corporation.

Best known for leading with heart, integrity, and the belief that everything happens for a reason, she believes that together we can achieve and overcome anything. A deep passion for delivering exemplary and memorable guest service and experiences in all walks of life, coaching and teaching others to tap into the passion of customer experience.

Awards and Accolades: Recipient of the Environmental Award and Performance Excellence Award at Walt Disney World. Two-time recipient of the Employee of the Quarter at Great Wolf Lodge of New England.

Therese has been married to her husband for coming up 30 years and together have four grown children. Originally from Massachusetts, Therese now lives in Arkansas as empty nesters learning to be “Dog Parents” to her new golden retriever puppy, Orvis.

#### Client Engagements:

Therese is available to offer support on a consulting basis for individual projects and as ongoing expertise-on-demand. If you are seeking to transform your operations and strive for Customer Excellence, then Therese can help.

Therese has a deep and rich background in customer experience with some of the most recognized brands in that regard.

Therese and the rest of the team at 4xi are here to help you drive positive change and impact.



Service Excellence



Guest Experience



Leadership & Coaching



Teacher & Trainer



Lead with the Heart



Hospitality Industry

