



-  Customer Experience Expert
-  Hospitality Frontline & Leadership Trainer
-  Professional Speaker
-  Podcast Host
-  Author

FEATURED IN



SPEAKING TOPICS

- The Multi-Generational Business
- Brand Audit - Connecting the Head with the Heart
- Intentional Leadership - Stepping up from Buddy to Boss
- 3 Keys to Unlocking your Business Success
- The Customer Experience Journey

FIND ME

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-  The Michelle Pascoe Hospitality Podcast



MEET MICHELLE

Michelle Pascoe lives and breathes customer service, mystery shopping and team motivation. As a leading customer experience expert in the Registered Club industry, Michelle is a “must-have” for any hospitality venue looking to build a profitable business through human connection, create a positive workplace culture, effectively lead a multigenerational team and provide an exceptional customer service experience for their guests.

Michelle’s passion for workplace training and the customer experience was sparked after a particularly challenging job interview in her 30’s. Determined to provide for a young family on her own terms, Michelle created her own company, Optimum Operating Procedures and Services (OOPS). Thirty years on, OOPS is one of Australia’s most respected training and research companies and serves to empower frontline and leadership teams throughout the Registered Club and broader hospitality industry.

From a Turkey farm in rural NSW to a successful Certified Professional Speaker (CSP), Accredited Trainer, author and podcast host, Michelle’s learned experiences, deep understanding of what it takes to succeed, and unique skill set have equipped her to become a dynamic presenter and engaging storyteller. After thirty years in business, Michelle is just as passionate about the customer experience as she has ever been and is excited to showcase her expertise and elevate her profile across the broader hospitality sector.

Your key to creating unforgettable customer experiences that will ignite the potential in your team and turn your guests into advocates.