

Michelle Pascoe

SPEAKER TRAINER AUTHOR COACH

www.MICHELLEPASCOE.com



Michelle Pascoe (CSP) is an international speaker, accredited trainer, researcher, author and podcaster. Establishing her company Optimum, Operating Procedures & Services (OOPS) in 1994 she has an undeniable passion for customer service.

From a foundation in the Hospitality industry and an employer of 70 staff, Michelle has developed a strong repertoire of “real life” customer service/business success scenarios which she communicates to people from diverse business backgrounds in a variety of forums both locally and internationally.

With a proven track record and vast experience, Michelle specialises in every aspect of service operations and processes – looking holistically at the overall impact of the customer experience.

In Michelle’s primary role as a speaker and trainer, Michelle combines her extensive experience and specialised knowledge with an absolute commitment to igniting the potential in each and every individual, so they can achieve outstanding results. Program participants walk away from her presentations feeling inspired, educated and equipped to deliver exceptional service experiences.





The Multi-Generational Business

how does an 18 year old tell a 45 year old what to do?

In a multi-generational workplace, connecting, engaging and leading a team that is united, delivering a consistent superior service experience is a key challenge to the customers of today who span six generations.

Over two decades of research dedicated to the customer experience and service delivery, Michelle shares her knowledge of the generational drivers in customer expectations and service delivery including teamwork and leadership unity.

Real case scenarios delivered in a fun and authentic manner will have you writing up your action plan on the back of the napkin, with aha moments and realisation of why the culture in your organisation is not what you had imagined.

In this presentation you will learn:

- Multi-generational customer expectations and service delivery
- How to optimise the potential of your team
- Equipping your team to deliver a superior customer service experience
- Understanding the importance of a united leadership team
- Discovering the generational diversity in your workplace



Brand Audit

Connecting the Head with the Heart

Memories are the link between our past experiences and the present, that can be triggered by a thought, word, smell, even an ad on TV. Did you know that in our brain we have one centre for rational thinking and five emotion centres. It only takes a 12th of a millisecond for our emotion sensors to react.

As providers of the brand experience and creators of memories, no matter what your product or service offering is, you need to connect the head and the heart, having your customers experience the emotion, not just be exposed to it.

It is about you making a promise to the customer and following through on that promise, creating a lasting impression.

With over two decades in business Michelle brings her wealth of knowledge and experience, understanding that at times you just can't wait for evolution you have to be a revolutionist.

In this presentation Michelle will share tips and strategies on:

- Brand audit and actions
- Competitor Analysis
- How to own your brand
- Breaking industry stereotypes
- Ensuring your brand stands out for all the right reasons



Intentional Leadership

Stepping up from buddy to boss

Seizing the opportunities in life

Moving up from frontline to management is a role sought out by many, once achieved it can at times have you feeling “caught in the middle,” with peers who were once your friends waiting for you to make a mistake or expecting favouritism while managers scrutinise your every move without providing the support they promised.

Developing your skills as a caring and intentional leader are critical and it starts from day 1 as your behaviours and actions are being watched by your team. Don't choose the path of least resistance or believe what others think about your abilities. Take control of your life's journey and choose the life you want and deserve in your role as a leader.

Once you're aware of your true potential, it is the goals that you set in place that achieve your purpose in life.

This presentation will take you on a journey to seize the opportunities in your life, seeking them out, even creating them by stepping up with confidence.

In this presentation you will:

- Discover and unleash your latent potential
- How to frame yourself as a leader
- Don't be a “boss” be a leader
- Advocating for yourself in a highly competitive environment
- How to develop your intentional leadership



3 Keys to Unlocking your Business Success

Expectation | Experience | Evaluation

Discovering your customers journey while identifying the friction points is key in unlocking the true potential of your business.

Linking every business interaction through the customer service experience, will have you breaking away from your competitors and setting the standard for your industry.

Michelle is a successful business woman establishing her company in 1994, employing a large team, maintaining a long term client database and growing each year. Her authentic and fun approach to business and success will have you “loving” your business and unlocking your business success.

In this presentation Michelle will explore the 3 keys:

- **Expectation**
What is your marketing promise?
- **Experience**
Marketing promise realisation, rapport building, relationship development.
- **Evaluation**
Feedback, progressing from consumer to advocate.



VIP Guest Experience

Discover how guest experiences drive long term growth

Success in the hospitality industry is first and foremost about service and a memorable guest experience.

Too often venues are amazing on the outside attracting guests, however, on the inside they do not meet or exceed the guests' expectation because the team are not connected with the vision and values of the organisation. Instead the service is "lack lustre" from the lack of acknowledgement, information and focus on the guests needs.

With over two decades of research working closely with the hospitality industry globally, Michelle shares real life case scenarios from the industry and equips you with some building blocks for the improvement journey.

These include;

- Gathering customer "intelligence"
- Importance of a marketing strategy
- Leadership and team dynamics
- Measuring and evaluating success
- Building connections with your guests



Handbag of Life

A framework to guide and inspire on life's daily journey

Are you a woman business owner or in the workforce questioning where you are heading?

Do your inner thoughts resonate is there more?

Have you let opportunities pass you by or do you think that you just can't do something, because your inner voice reverberates negativity when it comes to change and new career paths?

Invest in your future and be immersed in a presentation that will have you questioning your long held self beliefs, by drawing on your unique qualities as a woman.

Using an analogy of the "Handbag of Life" as a support capsule Michelle will share with you tips and strategies drawing from her real-life experiences as a daughter, mum, nanna and successful businesswomen since 1994, along with memorable prompts for survival and moreover success.

As a woman you are encouraged to look at your handbag of unique inner qualities and draw inspiration from them. Michelle's delivery style is energetic, fun and authentic.

In this presentation you will:

- Reflect deeply on your inner self as a woman
- Learn how to identify and marshal your unique female qualities for change and progress
- Come to an awareness of the need to consistently maintain, re-evaluate and challenge
- Identify the cues of arrival and importance of celebrating your achievements



Testimonials

“Take time to get to know this lady...one of the most trusted businesses and ladies in the industry. Congratulations for being a fellow business owner in our industry who truly respects our clients! If you do not know Michelle Pascoe CSP, then connect with her now!”

Jenny White, CEO – White Now, 2020

“Michelle had the audience in the palm of her hand, sharing her knowledge of over two decades on how to build a united leadership team in an Intergenerational Business. Her style was engaging, content rich and funny. As the MC I see and hear a lot of speakers, yet Michelle stood out at the G2E Education presentations. I would certainly recommend Michelle as a highly motivated and professional speaker to anyone who would like to have their organisation focus on the intergenerational business, leadership, team retention and customer growth.”

Ann Simmons Nicholson CEO Simmons Group, MC, G2E Global Gaming Expo, 2019

“Michelle is an engaging presenter and a brilliant story-teller. She was able to seamlessly connect and build rapport with the audience by sharing her personal experiences with the group. She has a number of years of experience consulting with organisations on employee engagement and hence was able to bring an external perspective to the panel discussion.”

Shumaila Ali, AHRI NSW Talent Acquisition & Engagement Forum, 2019

“Michelle really hit the spot for a lot of guests who have been struggling with following their passion to start something new.”

Nichol Stark, The Femetech Revolution, 2019

“It was an absolute delight to have Michelle Pascoe speak at our Inspiring Women event. Michelle gave our business owners great insights into the different age demographics and their customer experience expectations. Highly recommend! Thank you so much!”

Sue Heins, Inspiring Women, 2019

“The feedback on the content and delivery from our members was very good. I took away some effective key points which I will be presenting to my team. Definitely a very thought-provoking presentation.”

Shaun Pereira, President, Narellan Chamber of Commerce, 2019

“You did a fantastic job, what a great energy you brought to the whole conference.”

Catherine McCarthy, Conference Producer, Workplace, Diversity and Inclusion Conference 2019

“We are so grateful for the contribution you made to the event – I thought your presentation was really fantastic.”

Siobhan Hady, Content Director, Chief Customer Officer Sydney, 2019

“Thank you for putting so much thought, effort and energy into your presentation.”

Elizabeth Cutler, G2E Content Development, Global Gaming Expo 2019



Travel & Logistics

Michelle travels from Sydney, Australia.

1. Check availability

Email kate@michellepascoe to connect and check date availability.

2. Request a proposal

After a conversation with Michelle, you will receive a proposal for your engagement covering speakers fees and travel expenses.

3. Approval

The date is confirmed, a deposit paid and a contract issued to secure your date.

4. Before the event

Michelle will provide assistance promoting your event through her social media channels. She can also create a 'teaser video' that you can send to your event delegates. We will connect to discuss any finer details and event goals. Michelle's team will manage all travel and logistics to save you time and hassle.

5. After the event

Michelle will connect with you for an event de-brief and provide you with any applicable resources to provide to your delegates.