



“ Belinda is an accomplished and engaging speaker on many topics, but her insights into the importance of exceptional customer service as a means to develop deeper, longer lasting and profitable relationships with clients are an inspiration



THINK GLOBAL

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BELINDA YABSLEY

[STREAMING VIDEO](#)

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Belinda Yabsley knows what customers want. Over the past decade she has become Australia's most recognised expert on sales and service due to her unique understanding of how exceptional and innovative customer service generates sales. She holds the key to building customer relationships that last, with an impeccable record for repeat business and referrals throughout her extraordinary career.

Having moved from receptionist to senior executive in the prestige automotive industry, becoming the first female and youngest branch manager of a Mercedes-Benz-owned dealership in Australia. She provided an iconic case of entrepreneurship within a business launching the first Mercedes-Benz Airport Express in the world, a concept that drove customer satisfaction to new levels. Her achievements have also been celebrated in a string of accolades including Sydney Business Woman of the Year and the co-authoring five books. Now Executive Director of the Customer Service Institute of Australia. Belinda continues to push the frontiers in leveraging exceptional customer service to drive sales results.

LOCATED Sydney

FEE **Keynote** \$6000+GST, **Half Day** \$7500+GST, **Full Day** \$9000+GST

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