

## **BELINDA YABSLEY INTRODUCTION**

Our next speaker doesn't believe in asking permission, nor does she slow down at the first sign of red tape. In fact, she's convinced the extra mile is the only road that actually leads anywhere...

But no one said you couldn't travel in comfort!

Belinda Yabsley was not only the youngest Branch Manager of a Mercedes-Benz owned dealership in Australia, but also the first female to reach this position. She then went on to be appointed as the Executive Director at the Customer Service Institute of Australia, the peak customer service body in Australia. Her achievements have been celebrated in a string of accolades including being named 2005 Sydney Business Woman of the Year. In 2007 she was also named as the Ambassador for the International Council of Customer Service

Belinda's approach continues to be inspired and entrepreneurial with an eagerness to embrace the unexpected, and meet the aspirations of the high-end market.

To share some of the lessons and adventures from going that the extra mile; please join me in welcoming Belinda Yabsley.