



RYAN MINTON

With over 20 years of experience leading world-class hospitality brands, Ryan Minton is a 2x Best Selling Author, Keynote Speaker and an influential voice in creating exceptional customer and employee experiences. As a former senior executive representing hospitality giants like Hilton, Marriott, and IHG, Ryan has a proven track record of driving record revenues, profits, and engagement through his keen eye for operational excellence and talent for fostering dynamic teams.

Regarded as a top speaker and social media influencer in customer and employee experience, Ryan brings a unique blend of strategic vision and on-the-ground leadership. He has been internationally recognized as one of the World's Best Speakers in two separate categories - Hospitality and Customer Experience - by Global Gurus for his ability to inspire audiences through storytelling and actionable insights. Ryan also sits on the Forbes Business Council and is a member of the Jon Gordon Certified Speaking Team.

Ryan is a graduate of Miami University. He resides in South Florida with his better half Tressa and their son Charlie.



WHAT THEY ARE SAYING!

AI summary of over 2500 actual audience members:

Ryan electrifies audiences with his refreshing approach to customer experience leadership, blending humor and relatable stories that make exceptional service attainable. He delivers "inspiring" and "thought-provoking" presentations that transform complex service principles into practical strategies, often using unique elements like balloons to illustrate his message. Attendees leave feeling "empowered" and "validated," armed with "nuggets" of wisdom they describe as "universally applicable" rather than gimmicky, inspiring teams to create environments where both employees and customers feel genuinely valued.



"Ryan Minton's hands-on, real world experience was a highlight of our recent annual conference of hotel and hospitality professionals. He was an attendee favorite and received the highest possible ratings for his keynote connecting customer service, employee engagement, and the profitability of our businesses. Attendees are saying his keen and usable insights are not to be missed. We're certain to make him a regular contributor at future events."



"Ryan delivered a keynote speech that truly resonated with our audience at our Annual Leadership Conference. Ryan was able to leave a lasting impact on our conference attendees and the overwhelmingly positive reviews we received confirmed that we had discovered something truly magical. Drawing from his own life experiences, Ryan was able to apply his message to the daily work of the hospitality industry with thoughtfulness and relevance. Even well after the conference, our team members continue to discuss the powerful message that Ryan shared with us, making it a testament to the great value of his presentation."



"As a 26 year leader at the Disney Company, people often ask me the secret to Disney's mystical customer experience. The truth is, it's all about creating a culture of extraordinary customer service. I've personally worked with Ryan and can say from personal experience that he knows his stuff. He walks the talk, and knows how to lead teams to do the same. This is not some empty academic theory."

"Our attendees left the room really standing tall about his messaging. Ryan's keynote perfectly balances practical leadership strategies with inspiring insights that work for managers at any level. His actionable approach and contagious energy deliver exactly what today's leaders need. You want Ryan for your next conference!"

