



RYAN MINTON

With over 20 years of experience leading world-class hospitality brands, Ryan Minton is a 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.





"Ryan delivered an incredibly powerful talk that connected with everyone on a personal level. His Jason story brought tears to many eyes while his simple yet profound message about acknowledging others with "Thanks for coming in today" resonated deeply. As one attendee put it, "Ryan was a highly engaging and relatable speaker... Genuine moments with chills goosebumps."



"Engaging and personable presentation that went beyond typical customer service advice! His relatable stories and tailored approach to our brand made exceptional service feel achievable for everyone. "Simple direct interactions are more memorable" and Ryan's reminder that "everyone has a story" inspired us to be "10% better than average each day!"



Ryan's Demo



"At Jaguar and Land Rover we understand that our customers expect more than just a quality product. Luxury brands like ours have to deliver superior customer service. Ryan Minton tailored content and a presentation that was relevant for our brand and gave actionable information we could implement to elevate our customer experience. I highly recommend working with Ryan!"

"Ryan Minton delivered an inspiring presentation that brought hospitality back to its core - our people. His message was both "thought provoking and actionable," challenging perspectives "with clear strategies and real life examples." Ryan's relatable approach reminded us that we have "the power to make or break someone's day" and inspired us to "be the change not only in my life but to keep others' balloons full too!!!"



"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!"

