



Donna Cutting's Introduction

Donna Cutting is the Founder and Chief Experience Officer of Red Carpet Learning Systems, a company which provides tools and training to help you turn prospects into customers and customers into raving fans. She's the author of two books including, *501 Ways to Roll Out the Red Carpet for Your Customers: Easy-to-Implement Ideas to Inspire Loyalty, Get New Customers, and Leave a Lasting Impression*, published by Career Press in December, 2015.

An active member of the National Speakers Association, Donna is a Certified Speaking Professional (or CSP), a designation held by less than 10% of professional speakers worldwide.

You may have seen her on the Today Show. (PAUSE) OK – she stood outside in the crowd and waved her book in front of the camera – but, still, she was on the Today show!

She lives in Asheville, NC with her husband Jim and their two rescue dogs Moxie and Tonks.

Today she will help us tap into the THRILL of Red Carpet Customer Service – where your customer matters, your work matters and you matter!!! Please help me welcome Donna Cutting.