

Hospitality and Entertainment

Mark Sanborn has worked with some of the best hospitality organizations in the world today. After more than 4,000 hotel stays and tens of thousands catered and restaurant meals, he understands the perspectives of both the consumer and the provider. Competition is fierce, customer expectations are increasing, and technology regularly creates new disruptions and opportunities.

To meet these challenges and navigate these changes, hospitality businesses need to focus more than ever on leadership, change management, and the customer experience. Mark Sanborn has helped hundreds of organizations and clients rise to meet such challenges. The bestselling author of eight books, Mark practices what he teaches as a leader of professional and community associations and as an entrepreneur. His expertise and his experience can help your organization plot a course through the uncharted territory of providing hospitality services in what Mark calls "the emotion economy."



"Mark's presentation was "extraordinary" this morning. I LOVED the review of the book and the 3 final points: LOVE what you do, LOVE who you do it with, and LOVE who you do it for! Thank YOU for the opportunity to share your PASSION, CREATIVITY, and COMMITMENT to what you do best. From one "Fred" to another, I look forward to sharing your version 2 with all my friends and colleagues. I will never say "How are you?" The same again! Grateful for the impact you've had on my life!"

- Buffalo Wild Wings

"Needless to say, Mark, you scored a home run with the way you integrated the facts about Doubletree into your message. Everyone in the audience was spellbound by the amount of information you had about our company. Kindly make sure to include the Doubletree Hotels Corporation to your list of many, many satisfied clients."

- Doubletree Hotels

"We really enjoyed having Mark, who was a true professional, participate. His remarks were very relevant for our folks and he presented great new ideas for them to take back to their teams. He highly customized his remarks as well for our company which really made a difference in engaging our audience."

- Golden Corral Corporation

"He knocked it out of the park! Mark was amazing in how he tailored his message of going above and beyond with our audience and industry. Top speaker to date!"

- Regal Cinemas