

**Ryan Minton introduction – From the Stage**

Ladies and gentlemen, it's my pleasure to introduce our keynote speaker for today.

Ryan Minton is a best-selling author and sought out expert in customer and employee experience. With over two decades of leadership in world-class hospitality brands like Hilton, Marriott, and IHG, Ryan has consistently driven record revenues, profits, and engagement through his exceptional operational skills and talent for building dynamic teams.

Ryan's unique blend of strategic vision and hands-on leadership has earned him international recognition. He's been named one of the World's Best Speakers in both Hospitality and Customer Experience by Global Gurus, captivating audiences with his inspiring storytelling and actionable insights.

As a member of the Forbes Business Council and an expert panelist for Newsweek, Ryan continues to shape the conversation around creating exceptional experiences in business.

Without further ado, please join me in giving a warm welcome to Ryan Minton!