

# STEVE SIMPSON

AUTHORITY ON **WORKPLACE CULTURE & CUSTOMER SERVICE**



## STEVE

### Introduction for Steve

Steve Simpson is an international speaker, author and consultant based in Melbourne.

SOCAP in Europe have described Steve as ‘the leading Australian Customer Care Guru’. He was an invited member of an international research team studying Standards of World Class Customer Care, organised through the US based Society of Consumer Affairs Professionals. He is a Past Chapter President of the Australian Customer Service Association, has been an evaluator in the Australian Customer Service Awards and a judge in the Australian Customer Service Council Awards. He was invited to be the Customer Service Consultant to the 8th World Swimming Championships.

Steve has a Masters Degree from the University of Alberta and recently was recognised by Professional Speakers Australia with the Australian Educator of the Year Award. He is the author of two books and a contributing author to a further three books, including his latest – ‘A Culture Turned’. Could you please welcome Steve Simpson