

RubySpeaks

Ruby Newell-Legner, CSP
Speaker • Trainer • Author



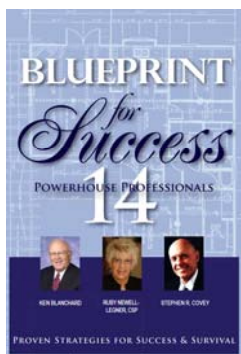
Ruby Newell-Legner, Certified Speaking Professional, founded RubySpeaks, Inc. in 1994 with a singular mission: To provide the hands-on training employees need to create a more customer-focused work environment where everyone can excel on the job. Over the last decade, she has presented more than 1900 programs in nine countries and has shown tens of thousands of participants how to quickly improve workplace performance. Her global reach expanded to 22 countries through Ruby's online learning programs presented via webinars.

As an internationally recognized customer satisfaction expert, Ruby is also a facilitator with a proven ability to create environments where groups can brainstorm effectively, share perspectives and come to consensus—while enjoying the process.

Ruby helps organizations like yours build strong teams between front line staff and management, and make exceptional customer service a way of life. As an award-winning speaker, Ruby works with organizations to build better relationships: from front-line employees to customers, between co-workers and their peers, and from managers to the employees they supervise. She helps participants refine skills that make relationships work.

Ruby's high-impact trainings are based on 25 years as a front-line service provider and facility manager; she has been presenting training programs in that area for the last 15 years. With "in the trenches" practical know-how, Ruby has an uncommon level of experience that gives immediate credibility with program attendees and allows her to offer suggestions and recommendations based on actual hands-on experience. Her clients range from General Electric to leaders in municipal government to Jumeirah Group, the Dubai, United Arab Emirates, based luxury hospitality group that operates the Burj Al Arab, frequently referred to as the only seven-star hotel in the world.

Ruby's knowledge of industry best practices and customer service standards is one reason why many of the top leisure and entertainment providers in the world have asked Ruby to provide guest relations staff training in venues such as Six Flags Amusement Parks, Wild Wadi Water Park in Dubai and for major events that include Super Bowl XLI, the Grey Cup, the US Open (tennis) and the 2010 Olympics.



Ruby has worked together to build workplace learning programs for some of the largest, most recognized organizations in the country. Her track record in satisfying clients is identified by the number of clients who have hired Ruby again and again to provide training for their group. With expertise in the areas of leadership, communication, management, internal and external customer service, Ruby provides new perspectives and fresh ideas that enhance ongoing initiatives within your organization to create both immediate and lasting results.

Ruby is a Certified Speaking Professional, a designation bestowed by the National Speakers Association to less than 400 speakers in the world. Her new book, *Blueprint for Success*, co-authored by Ken Blanchard and Stephen Covey was published in June 2008.



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