

Introduction for Elaine Allison

It is my great pleasure to introduce Elaine Allison, customer care advocate, international speaker and bestselling author of *The Velvet Hammer: PowHERful Leadership Lessons for Women Who Don't Golf*.

Elaine was one of Canada's first female prison guards in an all "male" maximum security correctional facility at the age of nineteen back in the 70's. Elaine had a "crash course" in understanding how we interact with each other, as her life virtually depended on it!

She has written and delivered award winning Customer Care programs that are still being delivered today including; helping the Vancouver International Airport win #1 airport in North America two years in a row. *She also helped prepare 5000 employees in preparation for the 2010 Winter Olympic and Paralympic Games.* Elaine has worked directly in the travel & tourism industry and understands what to do when things don't go as planned during the journey. Techniques that she will share with us today.

She has been featured on ABC World News, Global TV, The Globe & Mail and many networks, newspapers and radio shows across North America.

Elaine's hands on experience, real life stories and illustrations of what we encounter daily, helps audiences consider all their options and apply immediate solutions.

Please join me in a warm welcome.... As I introduce to you....Elaine Allison!!