

Carsten K. Rath

Keynote Speaker at CKR Service Excellence Akademie

Zug, , CH

Keynote Speaker, Service Excellence Expert, Founder & CEO bei LH&E Lifestyle Hospitality & Entertainment Management AG

Biography

For his commitment and his vision the entrepreneur Carsten K. Rath has won several awards - including the "Innovation Prize of the German Tourism Industry", as "Hotel Manager of the Year", "Employer of the Year", "Host of the Year" and many more. At the same time he is also an enthusiastic and talented networker, linking interesting personalities across sectors and developing useful projects from initial ideas. Carsten K. Rath uses his knowledge both in his own company, and in his capacity as a university lecturer at the International University of Applied Sciences Bad Honnef - Bonn in his roles as a keynote speaker and service expert in international congresses and business events. Carsten K. Rath's speeches are particularly valued because of his direct, honest and entertaining manner of performance - in addition the enthusiastic entrepreneur includes practical approaches that bring lasting results. He knows how to create analogies between grand hotels and businesses of all industries - from banks and insurance companies, automobile manufacturers and telecommunications companies, production companies, to pharmaceutical companies and many more. The impulsive enthusiasm of this manager for these concrete examples infects his listeners and they also receive initial ideas for proposals for action and solutions. These areas can be studied in more depth at the CKR Service Excellence Academy.

Availability

Keynote, Corporate Training

Industry Expertise

Hotels and Resorts, Travel and Tourism, Hospitality

Areas of Expertise

Service, Leadership, Branding

Affiliations

Beirat an der Fachhochschule Worms, Hochschuldozent an der International University of Applied Sciences Bad Honnef/Bonn, Alfred Brenner Stiftung, Reiner Meutsch Stiftung FLY & HELP, Deutsche Wertekommission, Wirtschaftssenat

Sample Talks

Service Excellence: How your customers become fans for life

Be better today than you were yesterday and better tomorrow than you are today! Make your employees your brand ambassadors and delight your customers beyond their expectations. The more the products and the design resemble each other closely, the more important is the individual service excellence concept. In this presentation, Carsten K. Rath will show you how your employees can become the most important sales ambassadors. The concept of successful company management is guided by the objective

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