

# **Don Thorpe**

**Customer Experience Expert at Shared Experience Consulting**

Perham, MN, US

Business Development Consultant/Customer Experience Expert

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## **Biography**

I am a Business Development Consultant and Customer Experience Expert; I have been involved in a Customer Experience service business for 35 years. For 8 years I have done Customer Experience Consulting, I have the knowledge and process to help any organization develop, implement and prosper from a World Class Customer Experience. I have recently formed a new alliance and added Business Development Consulting and Coaching to my business. This is another area of great experience for me and work I feel called and compelled to do. My company is Shared Experience Consulting, "We share our Experience to help you build your World Class Experience." Customer Experience with a distinct difference; we help you and your team design an Experience for your customers that your team will actually carry out. They are enrolled because they help design the Experience. Enrollment in the process creates buy in and participation. We also offer Business Growth Consulting and Coaching. I work with People who want to grow their business when they are the Business. Also, because of my franchise experience, I am uniquely qualified to work with franchise and multi-unit operations. Specialties: We have the process and the knowledge to help you build your World Class Customer Experience and processes that create overall Organizational Health and Growth.

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## **Availability**

Keynote, Moderator, Panelist, Workshop, Host/MC, Corporate Training

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## **Industry Expertise**

Health Care - Facilities, Hotels and Resorts, Hospitality, Professional Training and Coaching, Consumer Services, Restaurant/Food Service, Medical/Dental Practice, Retail, Cosmetics and Beauty, Religious Institutions

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## **Areas of Expertise**

The Stripes of Leadership, On Purpose Customer Experience

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## **Affiliations**

Small Business Success Coaching Network

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## **Sample Talks**

### **Do you have an ?On Purpose Customer Experience??**

No one sets out to annoy guests and yet so many businesses inadvertently do. In this session learn the steps to create an ?On Purpose Customer Experience? that keeps your guests coming back and telling others about you. Learn how to work with your team to design your Customer Experience. They will define possible service failures, experiential standards that should be executed consistently and the best ?Above and Beyond? opportunities at each stage of your Customer Experience cycle.

### **What is Secret Service and why is it Secret?**

This revolutionary tool allows organizations to put systems in place that enable them to consistently personalize their customer?s experience, build stronger relationships, increase customer loyalty and ultimately make their pricing irrelevant.

### **Why Customer Service Initiatives don?t work? and what you can do about it.**

The current model of how the average organization trains its team members in Customer Experience is flawed. Learn what you can do about it, setting up a Customer Experience Vision that works.

### **The Stripes of Leadership**

After many years of being a competitive Ice Hockey Official, Don Thorpe has taken the lessons he learned about leadership from the process and incorporated them into the world of business. You will learn a process of preparation, systems, feedback and celebration to incorporate into your own leadership to help your team lift the championship cup.

### **It's all about Growth!**

After 32+ years in business, Don Thorpe shares his philosophy on Business Growth. Attendees will receive tools and techniques they can put to work, yesterday.

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## **Education**

### **Josef's School of Hair Design**

Licensed Cosmetologist Cosmetology

### **Bismarck State College**

3 Year Certificate Program Small Business Management

### **Landmark Education**

Graduate Forum and Advanced Class

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## **Accomplishments**

### **USA Hockey Level 3 On Ice Official**

I was an on ice official for 12-13 years. I officiated 5 state tournaments including 2 state championships.

**Franchisee of the Year**

I was given this honor 5 times.

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