

Gilbert-Jamison Theo

Chief Executive Officer at Performance Solutions by Design, Inc.

Atlanta, GA, US

Author, Keynote Speaker, Customer Experience Expert, CEO & Founder of Performance Solutions by Design, Inc.

Biography

Theo Gilbert-Jamison is the author of several popular leadership books to include, *The Six Principles of Service Excellence* (p. 2005); *The Leadership Book of Numbers, Volume 1* (p. 2008) and *Volume 2* (p. 2012). She is also Chief Executive Officer of Performance Solutions by Design, an elite performance consulting firm headquartered in Atlanta, GA that caters to luxury and premium brands with an emphasis on creating the ultimate customer experience. As the creative force behind the innovative concepts and methodologies utilized by Performance Solutions by Design, Theo is a highly sought after speaker and consultant to senior executives in high profile organizations. Under her leadership, Performance Solutions by Design assists organizations, great and small, in driving and sustaining a culture of service, performance, and operational excellence by helping them identify and overcome those barriers that prevent achieving world-class recognition in customer service and profitability. Prior to launching Performance Solutions by Design in 2003, Theo Gilbert-Jamison was Vice President of Learning & Organizational Effectiveness for the Ritz-Carlton Hotel Company, L.L.C. During a 17-year career with The Ritz-Carlton, she oversaw the daily operations of The Ritz Carlton Leadership Center and was also responsible for the company's worldwide training and development initiatives. Theo was also a key contributor, instrumental in implementing and sustaining quality processes and systems companywide that led to The Ritz-Carlton Hotel Company's unprecedented Malcolm Baldrige National Quality Awards in 1992 and 1999. Today, Theo works closely with a diverse group of organizations, ranging from automotive, legal and financial services, to education, hospitality, healthcare, professional golf and home building. She is currently working on her seventh book, *Becoming a Level Three Organization*.

Availability

Keynote, Panelist, Workshop, Author Appearance, Corporate Training

Industry Expertise

Hospitality, Training and Development, Health Care - Providers

Areas of Expertise

Leadership Accountability, Customer Experience, Patient Experience, Service Excellence

Sample Talks

The Role of Leadership in Driving Excellence

Creating a culture of service excellence is a journey, not a destination. This presentation is based on Theo's popular book, *The Six Principles of Service Excellence*, and reveals in a unique learning experience those common gaps that prevent most organizations from optimizing employee performance to enhance customer loyalty and bottom-line results. This presentation is relevant across all industries, and can be facilitated as a 60-90 minute presentation or half-day workshop.

Event Appearances

Growing Your Business Acumen

Women's Fresh Perspective Conference (PMA)

Fostering an Environment of Self-Accountability in the Workplace

Dekalb Medical Quarterly Leadership Session

The Role of Leadership in Creating a Culture of Service Excellence

Harvard Vanguard Medical Associates Leadership Session

The Art of Listening & Effective Service Recovery

Harvard Vanguard Medical Associates Employee Session

Exceeding Expectations - Elevating the Customer Experience

Customer Experience Conference

Accomplishments

Rising Star Award

Theo was recognized as a "Rising Star" by the NAWBO (The National Association of Women Business Owners) in 2006

Distinguished Women Award

Theo was recognized as one of the "Distinguished Women" by Northwood University in 2008

Renowned AUTHOR

Theo is to author of four popular leadership books to include: *The Six Principles of Service Excellence* (p. 2005); *The Leadership Book of Numbers, Vol. 1* (p. 2008); *The Leadership Book of Numbers, Vol. 2* (p. 2012); *The Leadership Accountability Resource Guide* (p. 2013).

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