

# **Larry Miller**

**President & Founder at Miller Management & Consulting Services, Inc.**

Sanford, FL, US

Industry Expert on Convenience Retailing, Foodservice at Retail, Consumer Trends & the Integration of Multiple Businesses Under One Roof!

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## **Biography**

When I was just beginning along my career path, my mentor, boss and great friend asked me that one question that is asked in every interview; "What are your career goals are at this point in your life?" My answer was direct, I told him that I wanted to run a business of my own one day, or run a mid-size to major business! He provided thoughtful insight and his advice was excellent and I have managed to stay on track most all of my career! He said; "Whatever you do, you must try to learn about all facets of running a business! Operations, Sales & Marketing, Human Resources, Finance and Administration, Real Estate, and Construction & Maintenance, and lastly you have to remember that to be successful you must cultivate and surround yourself with the best people you can find, as any business is a team sport!" That guidance has directed my career with one exception! I changed my endgame goal, as during the last 15 years I have realized that my calling and my passion lies not in only in building great teams and running a successful business as I have since 1993, it has become a calling of helping business owners and leaders see their own businesses through another set of experienced eyes! I focus on businesses that are developing products in support of the boom in Foodservice as the fastest growing category in our Industry and of course, Retailers that are contemplating the addition of branded or Proprietary Foodservice! (As well as those that have tried foodservice before, failed, and have decided to try again to keep up competitively!) My Client targets are two-fold: 1.) Manufacturers developing food products, equipment, and other products that support Foodservice sales. 2.) Providing Chain Retailers with an unbiased understanding of what must be done to successfully accomplish the change from traditional C-store operator to that of a multiple format Retailer operating a profitable business offering Traditional C-Store Offer and Excellent Foodservice! Specialties My Special Talents: 1. I have cultivated the special skill of getting to know a Company and its culture very quickly. 2. Human interaction and effective communication! - In today's world of electronic communication where it is typically devoid of true human interaction, having excellent people interaction skills is becoming a rare and sought after SKILL. Building a true TEAM is what "management" is all about. My entire career is a history of building superb teams.

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## **Availability**

Moderator, Panelist, Workshop, Author Appearance

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## **Industry Expertise**

Supermarkets Food Retail and Distribution, Airport Services, Retail, Restaurant/Food Service, Management Consulting

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## **Areas of Expertise**

Customer Service in Retail, Building Customer Focused Teams, Location, Location

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## **Sample Talks**

### **Customer Service on the Front Lines!**

1 to 2 hour long seminar for entry level Sales Associates, front end managers, head tellers or cashiers, customer service help desk attendants, multi-unit supervisors & team leaders. Applicable for any retailing business that focuses on how customer service associates are viewed by the customers. Teaching basic customer service techniques through handling difficult customers!

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## **Accomplishments**

**Founded 18 Year old Consulting Business focused on Convenience Retail!**

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