

Diego Masciaga

Master of Customer Service

CSA CELEBRITY SPEAKERS

With a career spanning 45 years in hospitality around the world, 30 consecutive years were spent managing a 3* Michelin restaurant and hotel, where he served global leaders, royalty and film stars. He was awarded the Cavaliere Ordine al Merito della Repubblica Italiana for his services to the hospitality and catering industry. He is also the third ever recipient of the Grand Prix de L'Art de la Salle.

"To influence and encourage people to approach everything they do with the right attitude and positive mind."

In detail

Diego's customer service knowledge and advice has proved inspirational for thousands in the hospitality and catering industry.Director and General Manager of The Waterside Inn, he has been working with the prestigious Roux family for the last 34 years. In the corporate world for the last three years, he has assisted in the training of British Airway's First Class Pursers and helped them to develop their skills in Service and Customer Care. For his work he has been widely recognised with numerous international awards.

What he offers you

Diego shares with audiences 'the Diego Masciaga way of Service' which is the result of the skilled understanding of every individual customer and the on-going recognition of and speedy response to their ever-changing needs, combined with the application of technical skills and the management of environments and atmosphere. He also shares the importance of highly motivated and well-trained teams who understand and value the various outcomes that service creates and why this is vital for the success of any business.

How he presents

Diego's excellent leadership qualities and his strong communication skills have impacted positively on company presentations. His unique presence and charisma adds prestige to any event.

Topics

Customer Service Excellence

Teamwork

Leadership

Motivation

Languages

He presents in English, French and Italian.

Want to know more?

Give us a call or send us an e-mail to find out exactly what he could bring to your event.

How to book him?

Simply phone or e-mail us.

Publications

2014

The Diego Masciaga Way: Lessons from the Master of Customer Service