Dave Hamilton

Senior Vice President at Signature Worldwide

Dublin, OH, US

Yes, a mint will always be on the pillow when Signature Worldwide's SVP brings his wisdom gained from 30+ years in the hospitality industry

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Dave Hamilton has the distinction of becoming the first, full-time employee for Signature Worldwide. He joined the company in 1992 as a director of training, became vice president of training in 1995, and moved onto senior vice president and company principal a year later.

Dave, who has more than 30 years of hospitality industry experience, knows first-hand the challenges faced in today's very competitive marketplace. He has gained a wealth of knowledge by working directly with hundreds of hotel managers, and thousands of sales and service personnel across the country.

Dave has used his personal exposure to develop many of Signature's training programs, which have been implemented throughout the United States, Canada and Europe. He is now responsible for Siganture's sales and service training at contact centers, casinos and spas. Dave also works with clients to custom design training that focuses on the guest experience.

Prior to working at Signature, he served in a management capacity at a variety of different hotels. A graduate of the State University of New York at Delhi, Dave is a prominent industry speaker and educator.

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

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Hospitality, Advertising/Marketing, Public Relations and Communications, Business Services, Hotels and Resorts, Travel and Tourism, Corporate Training, Leisure / Recreation, Training and Development, Talent Management

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Customer Experience, Customer Service Best Practices, Destination Marketing, Sales Strategy, Travel and Tourism

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Let's All Play Nice: Four Keys to Legendary Customer Service
Many institutions make a fundamental service mistake by thinking that customer satisfaction only happens at the front desk. This engaging presentation will look at how the consistent delivery of exceptional service doesn't start with your front line staff but rather with your senior management team and your board of directors. The discussion will address four critical things a company can do to address this important business issue and start providing legendary customer experiences immediately.

Negotiating and Closing Skills
Learn what factors influence the negotiation process used in securing any reservation or group sale, including causes of resistance and communication styles, and how to adjust negotiation strategy accordingly.

• Establish credibility and rapport within the first minute of a customer interaction
• Maintain higher prices and offer alternatives
• Overcome issues, concerns and objections
• Ask for the business at the right time and in the right way

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Let's All Play Nice: Four Keys to Legendary Customer Service
The Game is ON! 2010 Sales & Marketing Conference

State University of New York at Delhi
AS, Hotel Management

Florida International University
Hotel Management

Senior Vice President - Signature Worldwide
Signature Worldwide is a leader in training employees to deliver legendary customer service while increasing sales. Since 1986, our unique methodology has provided a measurable ROI for our customers, compelling them to return year after year. Signature Worldwide helps you and your employees hone the relationship selling, customer service, leadership, and team building skills that will help you create not only satisfied customers, but Legendary Customer Experiences!

Doug Stiles
Dave Hamilton is very genuine – you can tell that he's done this before (in the hotel industry), he has a lot of experience, and its easier to listen to someone who has the experience and is trying to go forward and help you make more money and a more profitable business with things he's gathered along the way.

Please click here to view the full profile.

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