



# AMANDA STEVENS TURNING CUSTOMERS INTO ADVOCATES/ THE FUTURE OF THE CUSTOMER EXPERIENCE

## INTRODUCTION

What does the future of the customer experience look like? It's a big question and one that our next speaker is going to answer for us in a way that's fun, funny, challenging and truly unique.

Amanda Stevens has dedicated two decades to understanding WHY PEOPLE BUY and how organisations can grow through changing times by better understanding their customers and how to build customer advocacy.

Amanda is the author of five books on sales and marketing and has spoken at over 1000 conferences in 14 countries.

She's a former Young Australian of the Year, a recipient of the Centenary Medal for business innovation and in 2018 was awarded Keynote Speaker of the Year by Professional Speakers Australia.

She's here to take us a journey of insights and fresh perspectives and give us a peek into the future of consumers.

Ladies and gentlemen, open your minds, fasten your seatbelts and get your fun face on.

Please join me in welcoming the consumer futurist  
AMANDA STEVENS ...