



## Dr. Bryan K. Williams

KEYNOTE SPEAKER • AUTHOR • CONSULTANT

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Dr. Bryan K. Williams is a keynote speaker, consultant, and author, who is a noted authority on service excellence and leadership effectiveness. His passion is to serve others so they may better serve the world. Over the past several years, Bryan has provided training and consulting expertise to hundreds of organizations in over 20 industries ranging from Healthcare to Luxury Hotels. His work with clients has taken him throughout North America, Europe, Asia, Africa, Mexico, and the Caribbean.

Bryan's keynote speeches and seminars have helped organizations create a memorable service experience for their customers. He is a high-energy, dynamic speaker, who educates and inspires professionals to be consistently exceptional. Bryan is the founder of the BW Leadership Academy, the Strong Leader Institute and creator of the BWTV Online Training Series and also a bestselling author of four books – ***Engaging Service, Work Like You Own It, How to Serve a VIP, and Lift Me Higher.***

Prior to this current venture, Bryan worked with the world-renowned Ritz-Carlton Hotel Company for ten years. In his last role, he was the Global Corporate Director of Training & Organizational Effectiveness. Before his corporate assignment, he held over 17 roles with the Ritz-Carlton, beginning as a busboy at The Ritz-Carlton, St. Thomas.

Dr. Williams has earned degrees in Business Administration, and an Associate's Degree in Hotel/Restaurant Management, and Adult Education, including Doctor of Management in Organizational Leadership.

Bryan was a member of the Board of Examiners for the Baldrige Performance Excellence Program. The Baldrige program administers the Malcolm Baldrige National Quality Award which is the highest recognition that a U.S. organization can achieve for performance excellence. It is awarded annually by the President of the United States to businesses from all sectors.

Bryan lives with his wife and two children in the Washington DC Metro Area.

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