

# TAYLOR SCOTT

KEYNOTE SPEAKER ON LEADERSHIP AND HOSPITALITY



KEYNOTES CUSTOMIZED TO  
CONNECT, SERVE, ENGAGE, AND INSPIRE  
YOUR LEADERS AND TEAMS



Taylor Scott

# KEYNOTES



## ABOUT SPEAKER BIO

Taylor Scott is a best-selling author, inspirational keynote speaker, and organizational development consultant. Through his books, workshops, keynotes, and licensed content, he inspires audiences at Fortune 500 companies, Universities, and community organizations nationwide to become their best, deliver their best, and experience the best life possible. Taylor leverages his personal experiences and twenty years working in the hospitality industry for Disney Parks and Resorts, Gaylord Hotels and Resorts, Wynn Resorts, and The Cosmopolitan of Las Vegas to connect with and inspire leaders at all levels.

### CLIENTS

## ORGANIZATIONS WHO BENEFITED FROM TAYLOR'S MESSAGE



Contact us for additional information

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## WHAT CLIENTS HAVE TO SAY



“

It was a real pleasure having Taylor Scott present to our leaders as they became energized and excited to Lead with Hospitality. His energy and passion during the sessions are contagious and our leaders left feeling enthusiastic about their leadership skills.

–Rafael Quezada, Director of People and Learning  
Montage Laguna Beach

*Montage*

“

Collaborating with Lead With Hospitality has been so seamless, it's like having an extension of our own team. They're expert facilitators, experienced leaders in the service/hospitality industry, and they understand our work environment, people and challenges. Their credibility, combined with the passion they show for our company and employees, results in unforgettable learning experiences that leave participants from the frontline and C-suite alike, inspired and asking for more. We look forward to our continued collaboration.

Thanks for being such a great partner!

–Donna Fecchio, Manager, Learning Strategy  
United Airlines Global Learning Team



UNITED  
AIRLINES 

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## WHAT CLIENTS HAVE TO SAY



The mission of the Statler Hotel is to "inspire future leaders who will change the world of hospitality". Bringing Taylor into our tribe multiple times a year over the last 3 years has been incredibly beneficial in helping to create a focus on leading differently in the 2020's. Putting the emphasis back on leading teams so they feel welcomed, important, and comfortable so they bring their best every day and WOW our guests.

- Arthur Keith, Managing Director and General Manager  
The Statler Hotel at Cornell University



THE STATLER HOTEL  
AT CORNELL UNIVERSITY



Taylor delivered his truly inspiring "Lead with Hospitality" keynote. His message deeply resonated with leaders from various global suppliers, highlighting the significance of meeting employees where they are and fostering a hospitality mindset to enhance daily service delivery. It was an absolute joy to witness the tremendous impact Taylor's insights had on our client's teams. We highly recommend Taylor and welcome the opportunity to work with him again.

- Joanna Dissin, Director of Workplace Experience  
Jones Lang Lasalle



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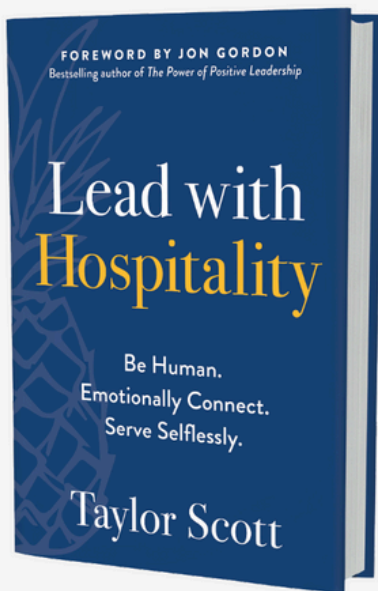
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## TOPICS

# PRINCIPLES, STORIES, AND APPLICATIONS FROM TAYLOR'S BESTSELLING BOOKS

All keynotes and live learning experiences are customized to align with our clients' and partners' goals.



## LEAD WITH HOSPITALITY

### DESCRIPTION

In this keynote, audiences learn to lead with hospitality by discovering how to create emotional connections by evoking feelings that “move people to move”, inspiring them to perform at their best.

This Keynote highlights the six virtues of Leading with Hospitality:

- 1 - **Connection**: The power of creating emotional connections
- 2 - **Striving for Self-Mastery**: Committing to improving emotional intelligence over time
- 3 - **Serving**: The idea of “leadership as a service” and how to be a servant leader
- 4 - **Engaging**: How to instill a sense of purpose and foster encouraging environments
- 5 - **Coaching**: Balancing the art of coaching with grace, grit, and intention
- 6 - **Inspiring**: Creating meaningful work through storytelling and memorable experiences

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## BALLGAMES TO BOARDROOMS

### DESCRIPTION

Our Little League baseball, basketball, soccer, cheerleading, gymnastics, dance, and football coaches taught us the very values and dropped pearl after pearl of wisdom we never knew we needed back then, but if we apply them today, at work, we'll see and feel real, positive change.

Taylor Scott brings these pearls of wisdom back to the forefront, to inspire and encourage emerging leaders, seasoned executive leaders, and frontline teams in need of a change in their day-to-day grind.



There's a way to experience better days, at home and at work, and for former athletes many of the same lessons we learned from our coaches growing up can be applied in our day to day lives as adults to change the game.

In this keynote, audiences will be inspired to:

- **Practice the Future Today:** Your “today job” doesn’t have to be your “forever job”
- **Listen to Your “Coaches”:** Listening to our leaders will take us further, quicker
- **Play (Work) Hard:** Successful people do the hard things unsuccessful people don’t do
- **Have Fun:** In sports, if we did not have fun, we were miserable, the same applies today, at work
- **Unleash Compassion:** You never look bad making somebody else look good

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## GIVE HOSPITALITY

### DESCRIPTION

GiVE Hospitality is a simple, yet profoundly hopeful keynote based on an inspiring (fictional) story, written by Taylor Scott, which reminds all of us that we're more alike than we are different.



Regardless of our differences on the outside, race, religion, orientation, political preference, gender, or even age bracket, one thing we all have in common is that we're all human beings. Great leaders are not great because of their "leadershipness", they're great because of their "humanness".

This keynote reminds leaders in Corporate America, School Administrators, Teachers, Community Leaders, and everyday people that we can and we will bridge our divides and experience a happier, more fulfilling life when we live, work, and love from a place of generosity. The "i" is purposely lowercase, because to truly GiVE anything, we have to put ourselves second and others first.

In this keynote, audiences will be inspired to:

- **GiVE Compassion**
  - Golden Rule — inclusivity — Validate Others — Engage Early and Often
- **GiVE Encouragement**
  - Gifts — impact — be Vocal — Educate Early and Often
- **GiVE Kindness**
  - Genuineness — influence — Vulnerability — Environment
- **GiVE Hospitality**
  - Generosity — inspiration — Volunteer — Experience
- **GiVE Leadership**
  - Gratefulness — intentionality — Vision and Values — Empathy

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## CONNECT WITH ME



LEADERSHIP AND  
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SPEAKER

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FOR YOUR  
NEXT EVENT

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