

Speaker Introduction - Aki Kalliatakis

Aki Kalliatakis is the founder of *The Leadership LaunchPad*, a business focused he founded in 1989 that consults to companies that want to improve customer loyalty and customer care. He prefers to avoid the pomposity of a formal introduction, but has all the right academic credentials if that's what turns you one, and he has spoken at thousands of local and international conferences, with many global blue chip clients.

His energy and enthusiasm for customer management will become obvious, and he is also a voracious reader and writer. With seven books under his belt, and numerous articles in management journals, he also loves appearances on South African television and radio.

He is married with two young sons, and his hobbies include a passion for wildlife, nature, astronomy and music. With some luck, Aki may also share some secrets that you didn't know about him.