

## KELLY MCDONALD TESTIMONIALS

“Kelly has spoken at our Harley-Davidson University conference four times. We keep bringing her back because our dealers request her and her information is so important to them. She gives them the tools they need to create customer satisfaction and she does it in a fun and high energy way that makes her one of our dealers’ favorite speakers.”

—**Cheri Judkins, Learning Operations Manager, Harley-Davidson**

We have had Kelly speak at our Spring & Fall Conferences multiple times. She has several different business topics that our franchisees need and she is a favorite of our store operators. We also bought each attendee a copy of her customer experience book, since that is where our focus is now with all of our stores.

—**Sue Amatangelo, Director, Home & garden Showplace, True Value Hardware**

“We’ve had Kelly keynote at our convention twice and our franchisees love her. She understands the relationship between franchisor and franchisee and delivers specific take-aways that our franchisees can act on immediately to grow their business. We chose Kelly because of her focus on crafting an exceptional customer experience and that’s what CertaPro Painters is all about, delivering “wow” experience for our customers.”

—**Mike Stone, President, CertaPro Painters**

“Thank you for the wonderful presentation you made at our Annual event. Everyone I’ve spoken with has stated that they were very impressed with your energy and keen insights. We couldn’t have had a better speaker to cap off our event.”

—**Michael Nibbelin, Senior Research Analyst, State Farm Insurance**