



# JOHN HILL

Senior Facilitator & Coach, Integrated Loyalty Systems

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As a highly skilled and experienced speaker, trainer and consultant, John utilizes his talents to help organizations develop their leadership acumen and improve their customer service. His areas of expertise are executive coaching, customer service, team building and leadership development.

John has spent his career developing leaders and motivating team members to provide world-class service. He began with hands-on experience as a General Manager at TGI Fridays in high volume restaurants and at Walt Disney World's restaurant business. Discovering his passion for training, he joined The Disney University where he trained thousands of Cast. Because of his success he was recruited to teach a full curriculum of Disney Institute external education classes known as "The Disney Approach to World-Class Leadership / Service" series.

Recruited to Papa John's International as Vice President of Training and Development, he was responsible for growing the staff to accommodate the phenomenal growth of over 1,000 restaurant locations nationwide. While there, he developed and implemented their Operational Development Program, a comprehensive training program designed to identify and prepare "fast trackers" for promotion, facilitated Covey Leadership programs, redesigned employee orientation, developed training videos, initiated advanced leadership training, and ensured the successful integration of the corporate culture and brand essence throughout the system.

John's success lies in his ability to engage his audiences and effectively share his vast experience in directly applicable ways to all levels of management and team members and motivate them to implement change based upon their new knowledge.

Today John is proud to be a team member at Integrated Loyalty Systems where his experience shines and can continue to be shared with healthcare organizations across the US. As part of Team ILS, he has worked at Sheltering Arms Rehab Hospital, Mercy Medical Group, Cigna Medical Group, Rehab Institute of Michigan, Martin Health and Health Central, among others.

John lives in Orlando with his wife Gail, and they have three grown children. His hobbies include hunting for treasures at flea markets, soccer, cooking and collecting wine openers.

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