



# DENNIS FRARE

Senior Facilitator & Coach, Integrated Loyalty Systems

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Dennis Frare has more than 20 years' experience in helping deliver world-class customer experiences and earn loyalty. Dennis uses his expertise to manage cultural improvement initiatives with firsthand knowledge of assessment, design and delivery to focus on elevating the "human side" of organizations.

Dennis began his career with the Walt Disney World company in 1978 in an entry level position in the Resort division. Having a passion for training and development he transferred to Disney University where he facilitated internal training programs from new employee orientation through executive development, teaching organizational core values, principles and behaviors which have contributed to Disney's reputation for a consistent high level of guest engagement and satisfaction.

Dennis went on to develop and implement on-board training for all new Cast Members joining The Disney Store across the US. From there he was promoted to the WDW president's staff, where he worked on Cultural Transformation across Walt Disney World, and was later paired directly with executives and their staffs to enhance individual and team performance.

During his time at the Disney Institute Dennis designed, developed and delivered training and consulting services to organizations across multiple industries, including manufacturing, retail, healthcare, sports and entertainment. He managed client relationships, conducted organizational assessments, wrote training manuals, delivered training solutions and assessed outcomes. Topics include: executive leadership retreats, executive coaching, 360\* assessments, personality profiles, process mapping, change management, conflict resolution, team building, train the trainer, new employee orientation, leadership, customer service and cultural transformation.

Today Dennis 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 Sacred Heart Hospital, National Rehabilitation Hospital and Lehigh Valley Health Network, among others.

Dennis lives in Orlando with his wife Debbie. He has one grown daughter, and his hobbies include photography, swimming and science fiction.

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**INTEGRATED LOYALTY SYSTEMS** *Elevating the Human Side of Healthcare*