

## Robin Getman, CSP\*



Robin Getman did *not* graduate first in her class, did *not* write a best-selling book, and did *not* appear on Oprah. What Robin *has* done is to help front-line service teams and individuals create impact and influence with service that soars, communication that connects, and laughter that helps.

*A passionate, versatile presenter committed to making a lasting, positive difference in the workplace*, Robin is a master trainer, storyteller and humorist whose presentations are substantive, thought-provoking and *fun!*

In 1989, Robin co-founded InterACT Group, a training and consulting company whose client organizations include: arts and recreation, education, finance, government, healthcare, hospitality, law, property management, and retail. Her expertise combines 15 years in the hospitality industry with a broad background in stage performance, retail sales, special events coordination, university administration, and small business ownership.

She is *not* Superwoman. She's Everywoman. She's opened mail, processed applications, "manned" the phones, price-checked, pin-ticketed, and pushed product for clearance. She's checked hats, cashiered, waited tables, managed three of Minnesota's most popular restaurants, and directed multi-unit hospitality foodservice.

Drawing on a broad background in theater—and five *gut-wrenching* performances as a stand-up comic—Robin helps people connect **authentically, powerfully** and **positively**.

Her three-point serenity mantra takes a minute to learn and a lifetime to master: **Laugh from your toes. Lead from your soul. Serve from your heart.**

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\*Robin is a CSP, Certified Speaking Professional, one of the top 10 percent of professional speakers in the world—nay, in the galaxy—to have earned this credential.

P.S. In September 2015, Meetings and Conventions.com listed Robin as one of meeting planners' favorite speakers!