

Primary Bio

When James Nathan stepped off the plane at Leeds Bradford Airport he thought he was going to be a Chartered Accountant, qualify in the UK and return to his home in Western Australia. How wrong could he have been.....

Through a fantastic career, spanning accountancy, recruitment and sales, he has grown, built and sold highly profitable businesses, enjoying enviable success on the way. He now shares his learnings and thoughts as one of the UK's leading Service Excellence Business Speakers.

James works with businesses to show their unique value through giving exceptional service – the kind that gets people telling stories about you.

His vast knowledge and experience can be simplified into just three areas:

1. Providing exceptional, personalised service to your customers,
2. Taking every opportunity to delight, and
3. Helping them refer you to everyone they can!

James has made it his life's work to embed a service excellence culture in businesses, asking: What can you do in your business today, and in the years to come, to truly delight your clients? What exceptional experiences can you give them to take away and cherish? How can you delight the most important person in the world?

Satisfaction makes you one of the many..... Truly delighting people makes you the only one.

A highly sort after business asset to his clients James has a busy and active international travel schedule. When not on the road, you will find him at home with his young family in leafy rural Oxfordshire, England.

Short Bio

James Nathan works with businesses to show their unique value through giving exceptional service – the kind that gets people telling stories about you. What you do in your business today, and in the years to come, to truly delight your clients? What exceptional experiences can you give them to take away and cherish? How can you delight the most important person in the world?

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