

**KYLLIE  
RAE**

*of Sunshine*

**SPEAKER MEDIA KIT**



GOOD THINGS HAPPEN  
TO THOSE WHO

*share a smile.*



Hi, I'm Kylie Rae!



## KYLIE RAE FITZGIBBONS

Born and raised in Lancaster, Pennsylvania, where I learned the values of family, community and kindness through old fashioned Southern Hospitality. I am a passionate professional who proudly spends my days, sharing smiles, creatively solving problems and teaching others how to do the same.

Nearly two decades of work experience in the luxury hospitality and tourism industry has led me to develop Service with a Smile (SWAS) programs. Building relationships and solving problems with a positive mindset is on the top of my skill set list. People taking care of people and leaving people better off than when they crossed my path - is the philosophy I embrace.

SWAS is designed to incorporate workplace wellness, help business executives strategically infuse kindness in their company culture, reignite a passion to serve, increase employee engagement, guest experience and drive financial performance.



# TEAM BUILDING TRAINING WORKSHOPS



**SWAS CORPORATE TRAININGS IN LAS OLAS, FLORIDA**



**SERVICE WITH A SMILE**

*positivity. productivity. profitability*



**KYLIE RAE** *of Sunshine*  
**INTERNATIONAL KEYNOTE SPEAKER**

Kylie Rae's first keynote speaking opportunity was in front of 60 airport executives in October 2014 at the Delta Hotel in Kelowna, British Columbia.

"The simplicity of service standards with a smile," was the title of her keynote presentation that has since evolved into a core library of Service with a Smile programs and speaking topics.

Speaking topics include: Workplace wellness and self care solutions; Back to Basics - Standards of Service Excellence; Got Goals?; and On purpose, With purpose.

Her presentation style and audience has also developed over the past decade. Kylie Rae presents at Corporate Wellness Events, Real Estate professional conferences, Leadership Retreats, Team Building training workshops, lunch and learns, and more.

To connect with Kylie Rae and learn how to transform your next event, contact the KROS team via email at [info@kros.life](mailto:info@kros.life)

**SERVICE WITH A SMILE**



# Speaking Topics



**Service with a Smile framework** includes Standards of Service Excellence presented in an interactive way. Start with individual engagement, team building, guest service, and a boost to the bottom line.

- **Strive for Five Star Reviews**
- **Strategic Goal Setting + Implementation**
- **Routines: Healthy, Happy Habits**
- **Team Building**
- **Leadership + Personal Development**
- **Employee + Guest Engagement**
- **Become an Experience Journey Expert**
- **Positive Mindset + Perspective**
- **Resourcefulness + Creative Problem Resolution**



**Monday Morning Motivation** - Weekly messages to spark inspiration designed to help you Win Your Monday, Win Your Week!



**Experience Journey Mapping** - Review and refine the 5 quality touch points to elevate an experience as we co-create an employee or customer experience journey map



**KYLIE RAE**

*of Sunshine*

**EXPERIENCE EXPERT  
LUXURY HOSPITALITY TRAINER,  
COACH & CONSULTANT**

Ready to take your team to the next level of service excellence?

You can stop searching for the solution to service stumbles. Let's connect to provide you and your team with a customized journey map strategy for improving results and elevating the experience.

From Server Attendant to General Manager by age 30, Kylie Rae has walked the walk and talked the talk of a true experience expert providing service excellence as a luxury hotelier.

With nearly two decades of luxury hospitality experience, Kylie Rae brings valuable lessons, engaging activities and a refreshing perspective presenting Service with a Smile programs, service standards and strategies in an interactive and a less stuffy way.

# SERVICE WITH A SMILE

**Email the KROS Team**

info@kros.life



# VIRTUAL OR IN-PERSON EVENTS



## NATIONWIDE ENTREPRENEURS ON A GOT GOALS? VIRTUAL MASTER MIND



## WORKPLACE WELLNESS IN GRAND CAYMAN, CAYMAN ISLANDS

**Email the KROS Team**  
info@kros.life







## *Coffee, anyone?*

Service is everywhere. Service with a Smile is NOT. Service with a Smile starts with you!

If any of this resonates with you, let's start with a virtual coffee zoom call or if we happen to be in the same town at the same time, let's schedule a time to meet in person for coffee and conversation.

Together we can take the time to best identify what next steps will be of most value to you.

# KYLIE RAE of Sunshine

## Valued Partners



Email the KROS Team  
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