



Danny O'Malia

Your Trusted Servant
Professional Speaker & Trainer

In the course of a 30+ year career with O'Malia Food Markets in central Indiana, Danny O'Malia developed outstanding skills and expertise in

✓ *customer service*

✓ *corporate culture expert*

✓ *human resources*

✓ *leadership*

✓ *marketing*

✓ *retailing*

✓ *team building*

✓ *communication*

✓ *overcoming adversity*

Danny learned the grocery business firsthand when his father, Joe O'Malia, opened his first store in 1966. He joined O'Malia's full-time in 1975. He retired as President and CEO of O'Malia Food Markets (a division of Marsh Supermarkets Ltd.) in 2006.

Under Danny's leadership, the upscale O'Malia grocery chain expanded to nine stores. He was responsible for all aspects of the stores' operation, including customer service, employee relations, marketing, public relations and community affairs. Danny was also responsible for implementing and presenting a comprehensive new employee orientation program to more than 7,500 O'Malia/Marsh employees.

Since retiring from the grocery business, Danny has been working as a Keynote Speaker and Trainer for corporations, trade associations, and non-profit organizations.

Don't miss the opportunity to have your audience benefit from

*the vast experience, entrepreneurial passion and proven track record of
successful businessman and customer service guru*

DANNY O'MALIA

Spotlight

Speakers & Entertainment

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Danny O'Malia

Speaker Trainer Trusted Advisor

Most Requested Programs

CUSTOMER SERVICE

Danny began learning about delivering extraordinary customer service as a young boy in 1957, at the hands of The Master, his late father, Joe O'Malia. By the late 1970s, Danny was charged with carrying on the Culture of Service that his dad had built at the family owned O'Malia Food Markets chain in Indianapolis and Central Indiana. He continued to study and learn what it takes to offer outstanding customer service through 2006, when he ended his grocery career to become a full time speaker and trainer. He has helped organizations and corporations BUILD, SUSTAIN and MAINTAIN their cultures of outstanding customer service.

CORPORATE CULTURE

Over the last few years, Danny O'Malia has studied some of the outstanding CORPORATE CULTURES in the country...companies such as Nordstrom and Southwest Airlines. He has studied how organizations such as these are able to deliver marvelous service in spite of the inherent service-disadvantages of BIGNESS. He's also discovered some companies that have been unable to do so. He shares with his audiences the reason some organizations succeed in the area of customer service, and why others fail.

TRUSTED ADVISOR

Danny's friend Tim Roberts introduced him to the book THE TRUSTED ADVISOR (by David Maister) in 2007. Danny found that the book embodied everything his father had taught him about taking care of customers/clients for all those years. Joe O'Malia had emphasized that "if you do the right things for the right reasons" for customers, the rest would take care of itself. You'll have a lifetime customer and a RAVING FAN, SPREADING THE WORD to boot. As Dick Schaaf says, "the best customer is the one you already have." Joe – and THE TRUSTED ADVISOR –taught Danny to focus on taking care of good, current customers. Marketing to new folks is no good if you lose your current clients!

TEAM BUILDER

Through his more than 30 years of experience in the retail grocery business, and through childhood lessons learned competing in sports, Danny O'Malia has always been a "team player." His father taught Danny that, to give great service, a company needs to build a true team among its employees. This is hard and constant work. Many companies breakdown in this area because they fail to engage and empower their employees to get "on board" with the importance of having an extraordinary customer service mentality and culture. From the CEO to the new hires, all employees must be on board. Only when people work together as a team can the customer be truly served. As the great basketball coach John Wooden often said, "I'm not looking for great players. I'm looking for players that make the TEAM great! Danny O'Malia really brings this concept to life!