

Quick points of interest (Fun Facts) for:

Steve Dorfman, Chief Customer Experience Officer at Driven to Excel, Inc.

Please share only the points that would most *interest* your particular audience >>

- Early in his career, Steve excelled for 8 years in the hospitality industry, quickly moving up the ranks and forming his passion for exceptional customer service
- From 1995 – 2006, Steve was a nationally recognized sales consultant for a luxury automaker (Salesman of the Year 7 years in a row while maintaining a CSI (Customer Satisfaction Index) rating in the top 1% nationally)
- He is a decade-long volunteer sales and customer service coach for Montgomery County high-schoolers who participate in each year's 3 big car sales put on by the Automotive Trades Foundation
- In 2007/2008, Steve's family was featured on 3 separate Oprah Winfrey shows
- Steve once dated Mayte Garcia, former wife of Prince
- His online videos have been viewed more than 20,000 times
- Cofounder of the Young Professionals Leadership Group in 2007 (serving nearly 400 members)
- Serves as Chief eXperience Officer for the 100-employee, 7-branch *Apex Home Loans*
- Creator of the "Impeccable Customer Service Tips of the Day" - a free subscription-based service with over 1,600 subscribers
- Together, Steve's web site and blog receive more than 2 million hits each year
- Since 2006, business leaders have come to Steve to create – or reinvigorate – their customer service culture
- His book on *Customer Experience* is due out in 2018
- Host of the *We Mean Business!* TV show (cable *and* online) where he has interviewed more than 90 thought leaders, top executives and bestselling authors
- Enjoys snowboarding and has been wakeboarding (which is not the same as knee-boarding) since 1996
- Steve choreographed a funny wedding dance that's been viewed over 100,000 times on YouTube
- Married the love of his life, Maggie, in September of 2011 (at Lake Anna, VA) and is a proud father of two
- Since 1995, Steve has attended more than 30 *Dave Matthews Band* concerts.