



CHAMBER  
of  
COMMERCE

*presents*

# STATE OF LUXURY POWER PANEL SERIES

*with Ann Shatilla*

John Brennan is a Luxury Brand Experience expert and Luxury Corporate Trainer specializing in offering luxury customer service, elevating the client experience, motivation, brand sales process, team building and is brought in to “train-the-trainers”.



*Panelist*

**JOHN BRENNAN**  
**Brand Experience**  
**Expert and Corporate**  
**Management Trainer,**  
**JLB Productions Inc.**

Brennan has facilitated and consulted on how to elevate the luxury experience for brands such as American Express, Pepsi, IBM, Motorola, Bentley, BMW, Jaguar, Lexus, and has been integral in the re-branding of financial services companies. John developed, facilitated, and taught “The Customer Experience | Service Excellence” for DREAM Hollywood, the luxury hotel known for its sophisticated creative-chic-modern-glam ambiance. He has facilitated product launches, process training for sales and service, coached team building, guided human resources, presented leadership initiatives, provided trust-building techniques, taught elevating the experience and presentation techniques and skills.

Known for creating unique learning environments, Brennan is known for his educational, motivating, and engaging facilitating and training. He has been a judge nationally and internationally for corporate sales conferences such as the Masters Guild in Sales and Service, was a judge and MC for the International Sales Champions Conference in Seoul, South Korea, and has travelled abroad to train corporate Directors of Training on the skills and processes regarding “How to Launch New Global Initiatives.”

With advanced Certification in Elevating the Training Experience, and having been educated on the luxury brand experience by The Ritz Carlton Hotel Company, The Walt Disney Company and Nordstrom, Inc., John Brennan is known as a captivating brand experience speaker in the USA, Canada and abroad.

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