

Susy Roberts
Director, Hunter Roberts

As director of Hunter Roberts Susy has significant experience in developing people in the areas of leadership development and customer service.

Susy became a director of Luxury Attitude two years ago enabling Hunter Roberts to specialise in leadership and customer service in the luxury market.

Prior to her consultancy career, Susy built an impressive track record with a global retail organisation, and as an experienced consultant, she has helped clients through major change and is a recognised proponent in the area of behavioural development.

Her global clients include Accenture, Kellogg's, Leading Hotels of the World, BBC, Louis Vuitton and Levi Strauss.

Susy is currently involved in two major customer service change programmes.

She is relationship manager to the Delivering Excellent Experiences programme for BAA, a huge change project designed to drive high levels of customer focus and service throughout the organisation, and she is also working with UBS to implement the Luxury Attitude approach across all customer facing areas.