



Claire Bosca

Keynote Speaker | CX Energizer

Elevating Customer eXperience by energising people, harmonising spaces, and leading with heart



Global Keynote Speaker

Heart first, head next, growing businesses with purpose

Business success today isn't about pushing harder, it's about leading with heart and purpose. In this keynote, Claire Boscq unveils the Heart-Led Business Growth Blueprint™, a powerful framework to align culture, energise people and places, and boost customer advocacy and profitability. Blending soulful essence with strategic action, Claire shows how leading with presence and energy, and managing with structure and strategy, creates a path where purpose fuels productivity and harmony drives results.

Can You Afford to Be Clueless About Your Customer Service?

82% of customers won't come back after a bad experience. That's a costly mistake! In this high-energy keynote, Claire Boscq, the Mystery Shopping Queen, reveals how to uncover what's really happening when you're not watching. Discover how mystery shopping can boost loyalty, align your team with your brand promise, and drive performance. With real-life stories and practical insights, Claire will inspire you to take action and transform your customer eXperience from the inside out.

Happy Employees Drive Customer Advocacy

Engaged teams are 21% more profitable, it's that simple. When employees feel valued and supported, they don't just serve customers, they genuinely care. In this vibrant keynote, Claire Boscq shares practical steps to help you build a culture of Trust, Engagement and Care. Discover how to boost productivity, elevate your Customer eXperience, and create lasting impact by focusing on your most important asset, your people. Because when people feel good in themselves and their environment, they don't just show up, they shine.





About **Claire Boscq CSP**

Top 10 CX Global Guru | Keynote Speaker | Heart-Led Business Growth™ Creator



Claire Boscq CSP has been ranked among the Top 10 Customer eXperience Global Gurus for eight consecutive years. She brings over 30 years of expertise in Customer eXperience, mystery shopping and employee engagement, and is recognised worldwide as a leading authority in the CX industry, earning her the nickname the CX Energizer.

A true energy powerhouse, Claire is known for her infectious energy, passion and positivity that captivate audiences from the very first moment. Described as electric and impossible to ignore, she has a rare ability to light up the room, connect deeply with her audience and create unforgettable moments that spark real movement and lasting change.

Through her Heart-Led Business Growth Blueprint™, Claire helps organisations elevate customer experience by energising their people, harmonising their spaces and leading with heart. Soulful in essence and strategic in action, her approach blends human connection, real-world insight and a touch of Feng Shui to create more conscious, connected and high-performing organisations.

Author of five books, including two best-sellers, Claire was awarded the prestigious CSP designation in 2026 and winner of the VSAI Breakthrough Speaker Award, alongside receiving the VSAI Service Award at the Global Speakers Summit in Cairns. She has delivered high-impact keynotes in over 30 countries, in both English and French.

Blending humour, storytelling and practical insight, her sessions are engaging, dynamic and immediately actionable, leaving audiences inspired, energised and ready to act. With a touch of French flair and a lot of heart, she energises, inspires and elevates every audience she touches.

Elevating eXperiences, one heartbeat at a time.



Profile **Experience**

- Top 10 Global Customer Experience Gurus, for eight consecutive years
- Awarded Certified Speaker Professional 2026
- Winner of the VSAI Breakthrough Speaker Award, alongside receiving the VSAI Service Award 2026
- Three decades of CX & EX expertise
- Keynote Speaker, spoke in over 30 countries, 5 continents
- Author of five books
- Two Amazon Best Seller Author
- Creator of the BizShui™ Method & The Heart-Led Business Growth Blueprint™
- Awarded Institute of Director Small Business Award
- Judge on Customer Centricity European, Jersey Customer service Awards
- French and English speaker
- Conducted over 30,000 mystery shopping visits
- Trained over 10,000 employees across multiple industries worldwide
- Featured in media around the world
- Member of the Virtual Speaker Association International (VSAI) & GSF
- Qualified with the Professional Certificate in Marketing Level 4, The Chartered Institute of Marketing
- Certified NLP & Feng Shui Practitioner



WHY Claire

Claire has three decades of expertise in the Customer eXperience industry; from mystery shopping, to training, strategic consulting to keynote speaking, Claire has inspired thousands of people around the world, her assets are:

1. HIGH-ENERGY - Claire's energy is contagious and her presentations bring a good yin & yang balance, as she gets the audience buzzing and engaged with her innovative content.

2. INSPIRING - Claire's passion and entrepreneurial spirit brings a new more holistic approach to EX & CX. With lots of interaction and current insight, she provides practical tools that inspire the audience to take action.

3. DILIGENT - Claire has a total respect for other people's time and hard work when it comes to running events so you can count on her to be giving you all her attention throughout the process, to be flexible and professional at all times.

4. CUSTOMER-CENTRIC - Because all clients' needs are different and customers are at the centre of everything Claire does, every presentation will be customised to reflect the need and want of each event.

5. GLOBAL - Not only Claire has spoken in over 30 countries, but she has also worked with multinational organisations and has a clear understanding of cultural differences which enable her to adapt to meet clients' expectations





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**It was simply fantastic –
refreshingly different, full of
palpable energy, and the
perfect grand finale.**
Sue Ajdini

And finally, just when you thought things couldn't possibly get better, we had the remarkable, Claire, giving us tips on how to transform our working environment into a happy place! I have committed to spend 9 minutes a day decluttering! (My wife says "Thanks!").
Michael Brandt

Claire Boscq, your energy truly electrified the room – absolutely brilliant! And I loved your yellow shoes! I really hope to see you again at another event soon. The energy, the people, the stories – and your passion for CX made it all the more special. **Tina Viatte**

Claire was simply electric!
You lit up the stage truly!
Your energy is infectious, and
your message hit home. So
glad we crossed paths in
Zurich!
Dominik Olejko

Thank you for your energizing speech at both of our events in the Dubai Government Human Resources Forum and HRSE KSA . Your insights on cultivating energy, happiness, and well-being in the workplace were remarkable. I witnessed the impact of your presentation and the inspiration it brought. Your speech will have a lasting impact on all attendees.

Abdulaziz Harib Alfalahi

RATE CARD

KEYNOTE

Virtual

\$4,888

In-Person

\$9,888

Includes all travel (short & long haul), transport, and accommodation, pre-event promo, social media updates, complimentary E-Book to all attendees.



Introducing
something
new for 2026...



ELEVATED
eXperience

Two speakers. One powerful eXperience.

POWER DUO

Double the impact.

Claire Boscq CSP Andy Jarvis



Elevate customer
eXperience by energising
people, harmonising
spaces
and leading with heart.



Digital King
RULE YOUR DIGITAL WORLD



Unscramble digital complexity
by making technology work for people
and performance
to deliver seamless
EPIC digital eXperiences.

Together, we help organisations reduce friction between digital, employees, and customers to elevate experiences, accelerate growth, and truly SHINE.

The Gap Killing your Growth, when culture, people, and technology finally connect and truly shine.

3 outcomes:

1. Clarity on what's really blocking growth.
2. A new way to think about experience as a growth driver.
3. A practical path to reconnect and elevate experience.

SIGNATURE KEYNOTE

What if our keynote was on us?

- You cover travel.
- We waive our speaking fee and deliver impact on stage.
- We create revenue and transformation through a paid executive masterclass.
- A one day Executive Masterclass designed to turn inspiration into implementation.
- Senior leaders work on real organisational friction across Digital, Employee, and Customer eXperience.
- Clear priorities. Practical action. Measurable impact.
- And yes, you share in the revenue through a commission on every ticket sold.



ELEVATED
eXperience



POWER DUO

Claire Boscq CSP  Andy Jarvis



CX Energizer

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Elevating CX, one HEARTBEAT at a time...