



Marieke van der Laan is consultant and international speaker. She is passionate about Customer Delight as a business strategy. Since over a decade she advises, and trains companies implement the strategy and how to actually create Customer Delight with internal and external clients. Marieke worked for clients like Lexus, Audi, French railways, Dacia, Connections, JBC, Tarkett, Chanel, JM Weston, Chaumet, Printemps department stores.

Marieke has a special connection with Thailand. She started her career as the first Executive Director of the NTCC.

She is the author of a management book '*Positief verrast*' and of the workbooks '*You make the difference*' and '*JJJ maakt het verschil*'.

Marieke is an active board member of the association steun Kleine Helden, which connects children in slums of Bangalore with Dutch children.

She lives in The Netherlands (Driebergen) with her husband and two children.