



KEITH A. DAVIDS

Professional Profile

Keith A. Davids is an accomplished People Professional, Facilitator, and Service Culture Specialist with over two decades of experience in customer-facing industries, including hospitality, retail, and nonprofit sectors. As the founder of Keith A. Davids (Pty) Ltd, he partners with organisations to elevate their employee experience, optimise service delivery, and empower teams to honour their customer promise.

Keith is known for his practical, high-impact approach to coaching, facilitation, and learning design. He has worked with frontline teams, executive leaders, and service managers across South Africa and the continent, including projects in Mauritius and Tanzania, helping them build cultures of excellence where people thrive and customers return.

He specialises in:

- Customer Experience (CX) transformation
- Talent development through coaching and mentoring
- Leadership enablement and performance conversations
- Process optimisation via Standard Operating Procedures (SOPs)
- Workshop design & facilitation for service-driven teams

Keith believes that every great guest experience with an empowered employee, and his work is rooted in aligning people strategy with operational performance to drive real business results.

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