



Micah Solomon conveys an up to the minute and deeply practical take on customer service, business success, and the twin importance of people and technology.



– Steve Wozniak, Apple co-founder

micah SOLOMON

helping you enchant the customer of today.

IN BRIEF

- ◆ A top-rated keynote speaker – with business audiences in more than a dozen industries.
- ◆ The thought leader and two-time bestselling author the Financial Post calls the “New Guru of Customer Service Excellence.”
- ◆ Not just “motivation”: Micah helps guide your company on the path to industry leadership.
- ◆ Up-to-the-minute insight into social media and the connectivity revolution – as well as a unique grip on timeless, proven customer principles.
- ◆ Keynotes and half-day workshops available, as well as remote webinars.
- ◆ Travels worldwide and domestically.



“I’d go *anywhere* to hear this true business and customer service celebrity speak.”

– Hollis Tibbetts, Software Strategy Director
for Global Mergers and Acquisitions, Dell Inc.

“Micah Solomon explains with great savvy how to survive the perils of working with social media, customer data, and the digitally self-reliant consumer.”

– Jay Coldren, Vice President, Lifestyle Brands,
Marriott International

Micah Solomon **“is one of the very few keynote speakers who are enjoyable and informative at the same time”** (says Eric Kline, Payroll Group Annual Industry Conference) and he will leave your attendees energized and brimming with new ideas, approaches, and inspiration.

Micah is a top keynote speaker, thought leader, and hands-on consultant on the customer experience, customer service, 21st-century marketing, company culture, leadership, innovation, and social (and antisocial!) media.

His expertise has been featured on NBC, ABC, CBS, and FOX television programming, as well as in Forbes, FastCompany, Inc. Magazine, Bloomberg BusinessWeek, The Washington Post, and elsewhere.

Micah is a successful entrepreneur and business leader himself in a variety of fields: from building industry-leading brands in manufacturing and entertainment to investing in technology behind Apple’s Siri.

Micah’s contribution to your industry conference or internal event can be in the form of an hour-long keynote speech, half-day interactive workshop, or remote webinar.

YOU NEED MICAH BECAUSE...

...You want an absolute standout speaker for your conference, event, or company summit. A speaker who will captivate every member of the audience with actionable insights, inspiration, and next steps to take. Micah Solomon is the tried and true keynote speaker who will help you transform your relationship with customers – and your long-term profitability.

SPEAKING TOPICS

available as keynote or workshop

HIGH-TECH, HIGH-TOUCH CUSTOMER SERVICE

Inspire timeless loyalty in the demanding new world of social commerce.
Build customers for life in this age of social media, self-service, global competition, and endless distractions. Includes hands-on experience, best practices, and cultural philosophy from Apple, Google, Ritz-Carlton, Zappos, Four Seasons, and more. Based on Micah's latest #1 bestselling book.

SOCIAL (AND ANTISOCIAL) MEDIA AND WHAT TO DO ABOUT IT

How to thrive in the brave new world of online advocates and saboteurs.
How to build true customer loyalty – and avoid corporate disasters – in the face of social media ranters and ravers on Yelp, Twitter, Tripadvisor...

EVERYBODY'S BUSINESS

The secrets of entrepreneurship and intrapreneurship.
Learn the secrets of business growth and transformation – straight from the mouth of someone who's been there every step of the way.

DIGITAL ISLAND MARKETING

Harvest the value of customer loyalty in a world where everyone knows everyone.

EXCEPTIONAL SERVICE, EXCEPTIONAL PROFIT

The Secrets of Building a Five-Star Customer Service organization.
The classic tenets – delivered in a very practical manner – of hospitality, service, and building a culture to support them – based on the #1 bestselling book Micah wrote in collaboration with the creators of the modern-day Ritz-Carlton.

WORD OF THUMB MARKETING

The smartphone and connectivity revolution and how to spark a great conversation about your brand in the digitally connected world.

THE APPLE EXPERIENCE: Lessons you can apply now to your company and situation.

Based on Micah's groundbreaking writing in Forbes about the immediate take-aways we can all benefit from.

INDUSTRY-SPECIFIC SERVICE AND MARKETING TOPICS also available for **Hospitality**, the **Automotive** industry, **Banking** and **Financial Services**, the **Building Trades**, **B2B**, the **Healthcare** industry, **Legal Services**, **Retail**, **Manufacturing**, **Not for Profit**, **Deathcare**, **Real Estate**, **Technology** and **IT**, **Communications**, **People with Disabilities**, and other industries and interest groups.

REVIEWS

"I'd go *anywhere* to hear his true business and customer service celebrity speak."

– Hollis Tibbetts, Software Strategy Director for Global Mergers and Acquisitions, Dell Inc.

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– Steve Wozniak, Apple co-founder

"Bring Micah to your organization to hear what he has to say. **It will change your business.**"

– Jon Mueller, 800-CEO-READ

"Micah **gets** it, and he can **sell** it! He is a thoroughly enjoyable and informative authority, and our GM's really enjoyed his presentation at our recent annual meeting."

– Eric Calderon, Chief Operating Officer, Auberge Resorts <http://aubergeresorts.com>

"Micah Solomon is a keynote speaker who is wired to the changing expectations of today's consumers, and his lessons on customer loyalty are fresh and relevant!"

– Linda M. Gobler President, Michigan Grocers Association

"Micah is engaging and entertaining while providing true specifics. You will leave with very practical ideas on how to improve your company."

– Michele Livingston, Senior Vice President, Umpqua Bank

BOOK MICAH FOR YOUR NEXT EVENT:

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twitter: @micahsolomon

RECENT CLIENT KEYNOTES



"A must-read for anyone interested in transforming their interactions with clients."

– Daniel H. Pink, bestselling author of Drive and A Whole New Mind.

- Allied Steel Buildings
- Auberge Hotels and Resorts
- The City of Asheville, NC
- Brown University
- Chartwells/Wolfgang Puck Catering/Bon Appetit
- Cox Communications
- Dow Lohnes PLLC, Attorneys At Law
- Foundation Partners
- Healthcare Executive Insight
- Hospitality Design Expo
- Hospitality Design Summit
- MBCE (Denmark)
- Integracore
- Meineke Dealers Association
- Nielsen Business Media
- Operation Smile
- Oxford Hotel Group
- Passkey Group Housing Summit
- U.S. Patent and Trademark Office
- Scandic Hotels (Copenhagen)
- SunTrust
- NCBS Retail Banking Summit
- Zendesk

Forbes

BusinessWeek

abc

CBS

FAST COMPANY

The Atlanta Journal-Constitution

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WALL STREET JOURNAL

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