

**MICAH SOLOMON** is a highly accomplished, two-time bestselling author and self-made entrepreneur. The *Financial Post* calls him the “new guru of customer service excellence.” He will captivate every member of your audience with actionable insights, inspiration, and next steps to take.



## WHY MICAH?

You need a speaker who will help your business grow. Micah Solomon is the trusted, cutting-edge keynote speaker who will help you grow your business—and your long-term profitability by transforming your relationship with customers to match today’s changing realities and opportunities.

## WHAT DOES HE SPEAK ABOUT?

Micah offers keynote speeches, half-day workshops, and remote webinars on several valuable topics:

In **High-Tech, High-Touch Customer Service**, based on his latest bestseller, Micah Solomon explains how to build customers for life in this age of social media, self-service, global competition, and endless distractions. This keynote includes hands-on experience, best practices, and culture-building insight from Apple, Google, The Ritz-Carlton, Zappos, Four Seasons, and more.

In his new **Marketing on a Digital Island** presentation, Solomon explains how to harvest the value of customer loyalty in a world where everyone knows everyone—online and off. Solomon explains why old-style marketing doesn’t work anymore, and instructs conference and company participants how to take advantage of the connectivity revolution and spark a great conversation about your brand in the digitally connected world.

In his classic keynote, **Exceptional Service, Exceptional Profit**, Micah reveals the secrets of building a truly Five-Star Customer Service organization. This keynote includes 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.

Finally, Solomon is now offering his unique **The Heart of Hospitality** conference keynote presentation, covering the past, present and future of delivering extraordinary guest service in hotels and foodservice environments.

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

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

### INDUSTRY-SPECIFIC TOPICS also available for:

*Hospitality, the Automotive industry, Banking & 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.*



“Revolutionary. You will benefit from a service revolution in your own management world and in the bottom line.”

– Horst Schulze,  
The Ritz-Carlton Hotel Company,  
Founding President and COO

“ 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



## WHERE?

Micah travels throughout the U.S. and around the world.

## WHAT ARE PEOPLE SAYING?

Here's some of what people are saying about Micah:

"Micah reminds us why caring about your customers (and treating them that way) is not just something that feels good, it's good business."

– Seth Godin

"This is the way to run a customer-centered company."

– Ken Blanchard, co-author, *The One Minute Manager*®

"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://aubegeresorts.com>

"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 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

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

– Jon Mueller, 800-CEO-READ

"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

## BIO

Micah Solomon is one of America's most popular keynote speakers on building bottom line growth through customer service. Micah is also a bestselling author and hands-on consultant, who specializes in 21st-century marketing, company culture, building customer experiences, and social (and anti-social!) media.

Micah was recently named the "new guru of customer service excellence" by the *Financial Post*. His latest business bestseller, *High-Tech, High-Touch Customer Service*, as well as his perennial bestseller, *Exceptional Service, Exceptional Profit*, a collaboration with the creators of the modern-day **Ritz-Carlton**, have won multiple awards. His expertise has been featured in *Inc. Magazine*, *Bloomberg BusinessWeek*, *CNBC*, *Forbes*, and the *Harvard Business Review*.

Micah's unique and humorous speeches combine his passion for everything that makes a business great with his relaxed and friendly 21st-century speaking style. Micah is legendary for engaging his audiences through his sincerity, his genuine passion for his clients' success, and his unique visual presentation style - no stock photos here, just real life examples.

An entrepreneur and business leader himself, Micah used the techniques he speaks about to build his company from a one-man home operation into a market leader in the independent entertainment field—a story well known to readers of *FastCompany* and Seth Godin's marketing bestseller *Purple Cow*. Micah was also an early investor in the Apple-related speech-recognition technology behind Apple's **Siri**.

## RECENT CLIENT KEYNOTES

- 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
- 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



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

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

Forbes

BusinessWeek

FASTCOMPANY

The Atlanta Journal-Constitution

WALL STREET JOURNAL

NSA  
NATIONAL PRESSISTS ASSOCIATION

The Washington Post



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YOUR NEXT EVENT:

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