

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 mirror today’s changing realities and opportunities.

WHAT DOES MICAH 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 (also available as a workshop) includes hands-on experience, best practices, and culture-building insight from Apple, Google, The Ritz-Carlton, Zappos, USAA Insurance, Four Seasons, and more.

In his **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-school marketing has lost its power, then guides his audiences into taking advantage of the connectivity revolution, allowing them to spark a great (and profitable) conversation about their brands.

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** Hotel Company.

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.

YOU GET MORE THAN A KEYNOTE!

Your one fee includes these free optional services, **in addition to Micah’s live keynote speech:**

Pre-event webinar: A pre-keynote webinar to promote the event

Top-rated press release: A press release (almost always receiving top or close-to-top billing on Google News) distributed via PRWeb at Speaker’s expense

Social Media Support & promotion

Post-keynote postmortem by videoconference.



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

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

“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 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 what people say 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, author of *Purple Cow* and *Tribes*

"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, Auberger Resorts

"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

INDUSTRY-SPECIFIC TOPICS also available for:

- The Automotive Industry
- Banking & Financial Services
- The Building Trades
- B2B and Manufacturing
- Healthcare
- Law Firms
- Retail
- Not-for-profits
- Hospitality
- Real Estate
- Technology and IT
- Communications
- Death Care
- People with Disabilities
- Other industries & interest groups

BIO

Micah Solomon is one of America's most popular keynote speakers on building bottom line growth through customer service. A bestselling author and hands-on consultant, Micah Solomon specializes in building stellar, profitable customer experiences, company culture, 21st-century marketing, 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 uniquely inspiring and humorous speeches convey his passion for everything that makes a business great, delivered in his famously 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 manufacturing and 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
- Auberger Hotels and Resorts
- The City of Asheville, NC
- BHS Insurance
- Brown University
- Chartwells/Wolfgang Puck Catering/Bon Appetit
- Cox Communications
- Dow Lohnes PLLC, Attorneys At Law
- Healthcare Executive Insight
- Hospitality Design Expo
- Hospitality Design Summit
- MBCE Denmark
- Michigan Grocers Association
- 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*.



BOOK MICAH FOR YOUR NEXT EVENT:

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