

**MICAH SOLOMON** is a two-time bestselling author, *Forbes.com* contributor, 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 the next steps to take.



## WHY MICAH?

Micah Solomon is the trusted, cutting-edge authority who will help you grow your business by transforming your relationship with customers to reflect today's changing realities and opportunities.

## WHAT DOES MICAH SPEAK ABOUT?

Micah offers keynote speeches, half-day workshops, and remote webinars on the following topics, customized to your specific audience, business situation, and challenges:

- 1. Exceptional Service, Exceptional Profit.** Based on the #1 bestselling book Micah wrote in collaboration with the creators of the modern-day Ritz-Carlton Hotel Company. Micah reveals the secrets of building a truly five-star customer service organization.
- 2. High-Tech, High-Touch Customer Service.** Based on Micah's latest bestseller: how to build customers for life in this age of social media, self-service, global competition, and endless distractions. Includes hands-on experience, best practices, and culture-building insight from Apple, Google, The Ritz-Carlton, Zappos, USAA Insurance, Four Seasons, and more.
- 3. Millennials As Customers: Serving-And Profiting From-The Largest Generation In History.** The millennial generation of customers (born 1980-2000) is bigger—by far—than the baby boom, and will soon represent a third of all customers in the marketplace. And within just a couple years will command the largest wallet share of any generation in history. Are you ready to serve them, profit from them, keep them coming back? Micah's renowned research and writing on the subject for *Forbes.com* enliven this unique presentation.
- 4. The Jetsons Effect: Building A Future-Ready Customer Service Experience.** One of the challenges of our time is deciding where to put more, or less, human interaction into customer service and the customer experience. Using a fun yet useful framework of the Jetsons cartoon vision of the future, as well as much practical insight and examples, Micah helps you address self-service, timeliness, and other key issues of a future-friendly customer service experience.
- 5. Company Culture: The Ownership Imperative.** Turning employees into proprietors, with true responsibility for the care and feeding of customers, is a key to a great company culture. Micah explains how to accomplish this through purpose, standards, positive peer pressure, and leadership that leads to self-leadership.



“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

## CONSULTING

### Need more than a speech?

Micah and his company, Four Aces Inc., offer consulting and company-wide initiatives on customer service excellence, the customer experience, and company culture. Call 484-434-5881 or email [micah@micahsolomon.com](mailto:micah@micahsolomon.com) for immediate information.

“ 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:

"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 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, Auberge 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 a bestselling author, expert, consultant, and speaker on customer service, the customer experience, and company culture.

A popular contributor to Forbes.com and author of two best selling books, Solomon is a successful entrepreneur himself and was an early investor in the technology behind Apple's Siri. Solomon has been called the "new guru of customer service excellence" by the Financial Post.

And he is about the most drop-dead entertaining speaker—on a serious subject—you'll ever hear.

(look at the right of this page for some of the recent organizations who agree!)

"Micah Solomon has been repeatedly **our top-rated speaker**. At five events in a row."

– J.D. Peterson, VP Marketing, Zendesk

## RECENT CLIENT KEYNOTES

### Associations

- Michigan Grocers Association
- PICPA (Pennsylvania Inst. of CPAs)

### Banking and Financial Services

- SunTrust Retail Banking Summit
- Microsoft Banking Conference (Moscow)

### B2B and Manufacturing

- Allied Steel Buildings
- Brainshark

### City And State Government

- The City of Asheville, (NC)

### Contact Center And CRM Events

- Microsoft Dynamics CRM Launch
- MBCE Denmark
- Talentum Events (Helsinki)
- Zendesk (5 speeches nationwide as their "customer service hero")

### Entrepreneurship

- Entrepreneurship Program, Brown University
- Entrepreneur Organization (EO)

### Healthcare

- Cleveland Clinic

### Higher Education

- Brown University

### Hospitality And Travel

- Auberge Hotels and Resorts
- Hospitality Design Expo
- Hospitality Design Summit
- Scandic Hotels (Copenhagen)
- Oxford Hotel Group
- Passkey Group Housing Summit
- Six Flags Theme Parks

### Insurance

- BHS Insurance

### Law Firms, Legal Industry

- Dow Lohnes, PLLC, Attorneys At Law

### Not For Profit

- Operation Smile

### Patient Experience

- Cleveland Clinic (Opening Keynote Speaker, Patient Experience Summit)

### Professional Firms

- ECG Management Consultants
- PICPA (Pennsylvania Inst. of CPAs)

### Retail

- EasyFairs Citywide Retail Conference (Stockholm)
- Retail Customer Experience Summit

### Seminars and City-Wide Training

- The City of Asheville, (NC)

### Telecom

- Cox Communications

### Technology

- Nuance
- Micros
- Microsoft (multiple keynotes)
- Zendesk

### Theme Parks

- Six Flags Theme Parks

### U.S. Government

- U.S. Patent and Trademark Office (USPTO)

**BOOK MICAH FOR YOUR NEXT EVENT:**

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WALL STREET JOURNAL

The Washington Post

BusinessWeek

The Atlanta Journal-Constitution

NSA  
NATIONAL SPEAKERS ASSOCIATION



CBS

