## **Pronunciation guide:**

Micah = MY-kuh (NOT MEE-kuh)

Good evening/morning/afternoon.

Micah Solomon is a speaker, consultant, and bestselling author on customer service and company culture. The *Financial Post* recently named Micah the "new guru of customer service excellence."

Micah recently authored the American Management Association bestseller *High-Tech*, *High-Touch Customer Service*, and is a regular contributor to Forbes.com.

An entrepreneur and business leader himself, Micah used the techniques he will describe today to build his company from a one-man basement operation into a market leader in the independent manufacturing and entertainment fields.

Micah was also an early investor in MacSpeech, the successful Apple-related speech recognition startup whose technology is used in Siri.

Please join me in welcoming Micah Solomon