

Shep Hyken, CSP

Professional Speaker

The "Official" (and somewhat boring) Shep Hyken Bio

Please note: This is not Shep's introduction.

Shep Hyken, CSP is a speaker and author who works with companies and organizations who want to build loyal relationships with their customers and employees. His articles have been read in hundreds of publications, and he is the author of *Moments of Magic* and *The Loyal Customer*. He is also the creator of *The Customer Focus*[™] program, which helps clients develop a customer service culture and loyalty mindset.

In 1983 Shep founded Shepard Presentations and since then has worked with hundreds of clients ranging from Fortune 100 size organizations to companies with less than 50 employees. Some of his clients include American Airlines, AAA Anheuser-Busch, AT&T, AETNA, Abbott Laboratories, AIG, American Express - and that's just a few of the A's!

Shep Hyken's most requested programs focus on customer service, customer loyalty, internal service, customer relations and a motivational program titled *You Are The Magic!* He is known for his high-energy presentations, which combine important information with entertainment (humor and magic) to create exciting programs for his audiences.

(CSP stands for Certified Speaking Professional, and is a designation awarded by the National Speakers Association to individuals for certain achievements and education in the speaking profession.)

To book Shep Hyken contact SPEAK!

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