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.

HERE’S WHAT PEOPLE SAY ABOUT MICAH:

“Micah’s assistance is transformational for any business that depends on serving its customers so well that it guarantees loyalty and repeat sales. I know this because that’s what he did for me. Every step of the way—mystery shopping, consulting, training—he gave more than I could’ve expected and the results were dramatic and measurable.” — Melissa Mueller, Vis-A-Vis Salon and Spa

“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

“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.

INDUSTRIES OF FOCUS AND INTEREST:

• Associations and Franchise Groups
• The Automotive Industry and Automotive Retailing
• B2B, the Building Trades, and Manufacturing
• Country Clubs, Athletic Clubs, and related Membership Organizations
• Entertainment and the Music Industry
• Financial Services
• Government – Federal, State, Municipal & Local, as well as Contractors to these Entities
• Healthcare, Hospitals, and Medical Practices (Patient Satisfaction and Patient Experience)
• Higher Education and K-12 Education
• Homecare and Assisted Living
• Hospitality Industry (clients include some of the great hotels and brands of our time)
• Law Firms & The Legal Industry
• Marketing and PR Firms
• Mortuary services and Deedtech
• Mortuary services and Deedtech
• Nonprofit Organizations and Philanthropies
• Real Estate
• Retail, Ecommerce, and Omnichannel
• Retail Banking and Credit Unions
• SaaS
• Spas, Salons, and Related Operators in the Service Industry
• Technology, IT, Information Services
• The Travel Industry

BIO
Micah Solomon is one of the world’s leading authorities on customer service, company culture, and the customer experience, as well as a renowned expert on innovation, entrepreneurship, and leadership. He’s a bestselling author, consultant, and keynote speaker, and his books have been translated in more than a half-dozen languages and are the recipients of multiple awards. Micah is a regular contributor to Forbes.com and his expertise has been featured in Inc. Magazine, Bloomberg Business-Week, CNBC, and Harvard Business Review.

A business leader and entrepreneur himself, Micah built his own company into a market leader in the manufacturing and independent entertainment field and was also an early investor in the technology behind Apple’s Siri. His broad expertise touches also on the patient experience in healthcare, retail, automotive, education (K-12 and higher education), hospitality, manufacturing, technology companies including SaaS and information services, telecom, banking and financial services, the insurance industry, law firms and the legal industry, and the not for profit and governmental sectors.

“Micah Solomon has been repeatedly our top-rated speaker. At five events in a row.” — J.D. Peterson, VP Marketing, Zendesk

RECENT CLIENTS

 Associations, Franchise Groups, Unions
  • IMDA (International Midas Dealers Association)
  • Michigan Grocers Association
  • NFLPA (National Football Players Association)
  • Pennsylvania Institute of CPAs

 Automotive
  • Volkswagen
  • Midas (IMDA)
  • LGM Financial Services

 Aviation
  • WACRA Worldwide Aircraft Customer Relations

 Banking
  • CHROME FCU
  • Microsoft Banking Conferences
  • SunTrust Retail Banking Summit

 B2B and Manufacturing
  • Allied Steel Buildings
  • Brainshark

 Consulting and Professional Services
  • Accenture
  • EGG Management Consultants

 Contact Center And CRM
  • Dynamic CRM Launch (Microsoft)
  • MBCE Denmark
  • Oracle

 Education
  • K-12
  • Tacoma (Washington) Public School System
  • Buena Park School District (Orange County, CA)

 Education: Higher
  • Brown University
  • George Mason University

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

 Federal, City, and State Government
  • U.S. Patent and Trademark Office (USPTO)
  • The Office of the Comptroller of the Currency
  • The City of Asheville, NC

 Financial Services
  • Catholic Financial Services
  • LearnVest
  • Baillie Gifford

 Healthcare, Patience Experience
  • Cleveland Clinic
  • Inova Health System
  • MedHOK

 Hospitality Industry
  • Auberge Hotels and Resorts

 Hospitality Industry
  • PVX Hotels

 Insurance Industry
  • FINOS
  • PURE Insurance

 Photography Industry
  • Panorama National Dealers’ Summit

 Photo Marketing Association (PMMA)

 Retail
  • Walmart
  • Stockholm FairFairs Citywide Retail Conference

 Trade Shows Conference

 Telecom
  • Cox Communications

 Technology
  • Nuance
  • Oracle

 Zendesk

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