

## **Micah Solomon's biography.**

*Note: This is not Micah's speaking intro.*

**Micah Solomon is one of the world's leading authorities on customer service, the customer experience, company culture, and hospitality**, and is a thought leader on entrepreneurship and innovation. 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 BusinessWeek*, CNBC, and the *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 (he was the keynote speaker, for example, for the **Cleveland Clinic Patient Experience Summit**), retail, automotive, manufacturing, technology, banking, financial services, legal, not for profit, government, education (K-12 and higher education), and the hospitality industry—that industry being the focus of his most recent book, ***The Heart of Hospitality: Great Hotel and Restaurant Leaders Share Their Secrets***, with foreword by Herve Humler, President and COO, **The Ritz-Carlton Hotel Company**.

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