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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