



Shep Hyken is a customer experience expert and the Chief Amazement Officer of Shepard Presentations. He is a New York Times and Wall Street Journal bestselling author and has been inducted into the National Speakers Association Hall of Fame for lifetime achievement in the speaking profession. Shep 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, The Loyal Customer, The Cult of the Customer and The Amazement Revolution. He is also the creator of The Customer Focus program, which helps clients develop a customer service culture and loyalty mindset.

In 1983 **Shep Hyken** 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, 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 the customer experience. He is known for his high-energy presentations, which combine important information with entertainment (humor and magic) to create exciting programs for his audiences.

Testimonials

Our management team felt your presentation was right on target. Your magic and message helped us cap off a very successful Managers Meeting.

- Eveready Battery Company, Inc..

I would like to personally thank you for your enthusiasm and genuine interest in Applebee's International ... it was very entertaining, and yet you still sent a message to our participants.

- Applebee's International, Inc..

Shep Hyken

Speech Topics

- Motivation
- Management
- Magic
- Leadership
- Entertainment
- Customer Service

