

Shep Hyken

Customer Service, Customer Loyalty and the Customer Experience

Shep Hyken, CSP, is a speaker, author and consultant who works with companies and organizations that 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, LLC 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's most requested programs focus on customer service, customer loyalty, internal service and the customer experience. He is known for his high-energy presentations, which combine important information with entertainment to create exciting programs for his audiences.



"From start to finish, you offered nothing but 'Lexus-like' professionalism, and you tailored your presentation to the overall theme of our conference."
-- Lexus

"Uplifting and informative. It complemented our message of 'The Magic Begins With Me' perfectly."
-- Disneyland

"I was particularly pleased with your ability to deliver the internal customer service message. Many attendees commented that it was as if you were a long-time member of our organization."
-- Shell Oil Company

"Our management team felt your presentation was right on target."
-- Energizer Battery



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