



CAPITOL CITY SPEAKERS BUREAU

We help you thrill your audience!



Chip Bell

Travels from: **Georgia**

Fee Range: **\$10,001 - \$15,000**

Chip Bell has helped many Fortune 100 companies dramatically enhance their bottom lines and marketplace reputation through innovative customer-centric strategies that address the needs of today's picky, fickle, vocal and "all about me" customers.

Dr. Bell reveals the best practices from the organizations leading the customer loyalty charge, giving audiences powerful cutting-edge ideas and unique strategies they can put into practice the minute they leave his keynote. Bell's impact on audiences is nothing short of extraordinary: over 80% of the groups who hear him bring him back. Always customer-centered, Bell customizes all his presentations to

meet unique organizational needs through a background study, pre-event conference call, and phone interviews to better understand specific audience needs and challenges.

He is considered a world-renowned authority on customer loyalty and service innovation, writing over 500 articles for many business journals, magazines and blogs. He has appeared live on CNN, CNBC, CBS, Fox Business, Bloomberg TV, ABC, NPR Radio and his work has been featured in *Fortune*, *Businessweek*, *Forbes*, *Fast Company*, *Inc. Magazine*, *Money Magazine*, *Wall Street Journal*, *Huffington Post*, *USA Today*, *CEO Magazine* and *Entrepreneur*.

He has authored nine best-selling books including: *The 9½ Principles of Innovative Service*; *Wired and Dangerous: How Your Customers Have Changed and What to Do about It*; *Managing Knock Your Socks Off Service*; *Customers as Partners*; *Magnetic Service*; *Take Their Breath Away: How Imaginative Service Creates Devoted Customers* and *Sprinkles: Creating Awesome Experiences Through Innovative Service*. His newest book (released in 2017) is the best-selling *Kaleidoscope: Delivering Innovative Service That Sparkles*.

His books have won major awards and been endorsed by the CEOs or presidents of such service greats as Four Seasons Hotels, Zappos, Starbucks, Ritz-Carlton Hotels, Wolfgang Puck, Build-A-Bear Workshops, JetBlue, Marriott, Chick-fil-A, Kimpton Hotels, Ultimate Software and Southwest Airlines. Leadership Excellence Magazine listed him among the top 30 thought leaders in North America. Global Gurus has ranked him for the last three straight years among the top three speakers in the world on customer service-two years in the #1 spot.

Most Requested Programs...

- Innovative Service: Strategies for Increasing Growth and Bottom Line Impact
- Wired and Dangerous: How Your Customers Have Changed and What to Do About It
- Customers as Partners: Building Profitable Professional Relationships That Last
- Leading Innovative Service