



CAPITOL CITY SPEAKERS BUREAU

We help you thrill your audience!



Joseph Michelli, CSP, Ph.D.

Travels from: Colorado

Fee Range: \$15,001 - \$20,000

Joseph A. Michelli, Ph.D., is an internationally sought-after speaker, author, and organizational consultant who transfers his knowledge of exceptional business practices in ways that develop joyful and productive workplaces with a focus on the total customer experience. His insights encourage leaders and frontline workers to grow and invest passionately in all aspects of their lives.

Dr. Michelli is a *Wall Street Journal*, *USA Today*, *Publishers Weekly*, *Nielson Bookscan* and *New York Times* #1 bestselling author. His latest book is *Driven to Delight: Delivering World-Class Customer Experience the Mercedes-Benz Way*. Joseph's other titles include *Leading The Starbucks Way: 5 Principles for Connecting with Your Customer, Your Products, and Your People*; *The Zappos Experience: 5 Principles to Inspire Engage and WOW*; *Prescription for Excellence: Leadership Lessons for Creating a World-Class Customer Experience from UCLA Health System*; *The Starbucks Experience: 5 Principles for Turning Ordinary into Extraordinary*; *The New Gold Standard: 5 Leadership Principles for Creating a Legendary Customer Experience Courtesy of The Ritz-Carlton Hotel Company* and *When Fish Fly: Lessons for Creating a Vital and Energized Workplace* which was co-authored with the owner of the "World Famous" Pike Place Fish Market in Seattle.

Joseph Michelli received his Masters and Doctorate from the University of Southern California. He is a professional member of the National Speakers Association and the Authors Guild. Joseph has won the Asian Brand Excellence Award and achieved numerous other writing and presentation honors. He has been named one of the World's Top 30 Customer Service Professionals by Global Gurus International. He is an editorial board member for the Beryl Institute's Patient Experience Journal (PXJ) and on the founders council of CustomerExperienceOne.

Having journeyed with a close family member through a six year battle with breast cancer, Dr. Michelli is committed to social causes associated with curing cancer as well as abating world hunger.



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Joseph Michelli continued

Presentations Based On Bestsellers

- Driven to Delight: Delivering World-Class Customer Experience the Mercedes-Benz Way
- Leading the Starbucks Way: 5 Principles for Connecting with Your Customers, Products and People
- The Zappos Experience: 5 Principles to Inspire, Engage and WOW
- Prescription for Excellence: Leadership Lessons for Creating a World Class Customer Experience
- The New Gold Standard: 5 Leadership Principles for Creating Legendary Customer Experiences
- The Starbucks Experience: 5 Principles for Turning Ordinary into Extraordinary
- When Fish Fly: Lessons for Creating a Vital and Energized Workplace

Service Excellence and Customer Experience

- Service or Experience? Defining your Way We Serve™ Statement
- Service Serves Us™
- Service is an Inside Job

Employee Engagement and Customer Loyalty

- Customer Loyalty: Driving Ease and Engagement through People, Process and Technology
- Transforming Your Culture to Drive Customer Engagement, Loyalty and Referrals

Mastering Change, Unleashing Innovation and Leaving a Legacy

- Change or Die! Securing Maximum Innovation and Staff Engagement
- The Road to Practical Innovation

Legacy/Service Significance

- Leadership - The Art of Lasting Significance
- Leave Your Mark