

My Service Commitment to You

In Preparation, I Will...

- Conduct my due diligence to learn about your organization to craft a presentation totally relevant to the audience, their goals, and your goal for the overall meeting.
- Discuss and suggest ways to help you sustain the ideas and strategies I present to the attendees.
- Be happy to interview conference participants to help me further tailor my program and to discover best perspectives and best practices – sharing them in my program if appropriate.
- Know the theme of your meeting and relate my presentation to it.
- Study your meeting's agenda to see how my program fits into the larger picture.
- Coordinate with other speakers or the speaker's bureau to assure your goals are met.
- Notify you in advance of my travel itinerary.
- Be available by phone and email for questions or suggestions.
- Remain as flexible as my travel itinerary allows to any last-minute changes in your agenda.

On Site, I Will...

- Notify you when I arrive on site and contact you immediately should any serious delays occur.

- Be reasonable and considerate in my use of room charges and incidental expenses. No unwanted surprises!
- Be accessible to you from the time I arrive until I leave.
- Retire early the night before my presentation.
- Be in the meeting room for a sound check 45-60 minutes before I speak or whenever you need me to be there.
- Coordinate with the set-up crew and other presenters to make sure my needs fit your overall needs.
- Whenever possible, interact with the attendees before I speak – to create positive energy toward my presentation and learn last-minute perspectives about my topic.
- Be dressed appropriately – per your preferences.
- Provide an easy, brief introduction and be available to coach my introducer.
- Be in the room and visible to you even before my introduction begins.

During My Presentation, I Will...

- Walk on stage cheerfully and open my speech with energy and purpose.
- Never use off-color language or material.
- Interact constantly with the audience and involve them through questions, a show of hands, stories, humor, eye contact, and exercises as appropriate.
- Use appropriate slides and audio clips or video clips to enhance the look, feel and impact of my speech.
- React maturely, good-naturedly and flexibly to any problems that arise. This includes: audio-visuals, lights, sounds, emergencies, etc.
- Never be rude to an audience member.
- Allow for questions and comments from the audience during and/or after my presentation as predetermined by our preparatory conversations.

- Never abuse my assignment by turning my speech into a sales pitch.
- Only offer my books and/or products if approved or requested in advance.
- Stick to my time frame and adjust if needed.

After My Presentation, I Will...

- Stay around after my speech briefly to answer questions or hear comments for as long as my travel itinerary permits and per your request.
- Itemize my expenses and bill you promptly after the speech; providing you with receipts as needed.
- Promptly fill any orders for my products.
- Discuss with you strategies to continue the impact of my message during follow-up.
- Never disclose any sensitive information about your organization.
- Be willing to accept personal phone calls to follow up on the speech from individual audience members or executives.

In Summary...

- I will be easy to work with and deliver a first-class presentation in a highly professional manner.