



**Delivering
Fresh
Customer
Service
through the
Front Line
Employee that
delivers Fresh
Results!**

**Who
Should Attend?**

- ♦ Executives
- ♦ Managers
- ♦ Human Resource Professionals
- ♦ Trainers
- ♦ Frontline Leaders

**Michael D.
Brown**

4747 Research Forest
Dr. Suite 180-108
The Woodlands, TX
77381

1-800-891-4256
TheMichaelDBrown.com

MICHAEL D. BROWN,^{MBA}

Fresh Customer Service[®]

Program Fees

Basic Day Rate:

Please call or email for fee

For additional information, international venues, seminar programs, or customized pricing, please call.

Deposit

One-half of speaking fee required to confirm date.

The balance to be paid the day of the event upon completion of presentation.

Travel Expenses

All expenses for airfare, ground transportation, lodging, meals, etc., to be paid by client.

General Info

Hotel preference

- King-sized bed
- Non-Smoking

A/V Preference—Keynotes

- Wireless clip on microphone
- CD player (optional)
- LCD Projector (2000 lumen min) + Screen
- Theater style seating—full house lights

A/V Preference—Seminars

- Wireless clip on microphone
- CD player (optional)