



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 audience's 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 400 articles for many business journals, magazines, and blogs. Global Gurus has ranked him for the last three straight years among the top three keynote speakers in the world on customer loyalty—two years in the #1 spot. He has appeared live on CNN, CNBC, CNN, Fox, Bloomberg TV, ABC, and his work has been featured in Fortune, USA Today, Businessweek, Forbes, Money Magazine, Fast Company, Inc. Magazine, CEO Magazine and Entrepreneur. He has authored nine national and international best-selling books including: **Managing Knock Your Socks off Service** (now in its 3rd edition); **Customers As Partners**; **Magnetic Service**; **Take Their Breath Away: How Imaginative Service Creates Devoted Customers**; **The 9½ Principles of Innovative Service**; **Wired ...**

Testimonials

"Thank you so much for the most amazing and meaningful presentation to our guests. You were very much a big hit, and by far, the most talked about presenter at our conference. Great examples that people could easily relate to. I know one of our Zurich leaders took notes for an upcoming awards ceremony she has to present at that would tie-in nicely to the event. So very thankful I picked you! What a perfectly matched presenter for our event and our agents. I wouldn't be surprised if you do receive more requests to present as a result of our event. My sincerest thanks for adding value to our event."

- Meeting Planner, RCIS.

"The conference overall was a huge success, but you were undoubtedly the 'Bell of the Ball.' Even our board member present at the conference, who is an extremely tough critic, was blown away by your presentation."

- CEO, Quaker Steak & Lube .

Chip Bell

Speech Topics

- Motivation
- Management
- Customer Service
- Customer Experience
- Business Speakers

