



T. Scott Gross is more than a writer who speaks; he literally has been there and done that!

A veteran of the hospitality industry, Gross learned from the bottom up, literally from the business end of a pot sink! His credibility from his years in that industry has earned him the respect of audiences everywhere as an entrepreneur who knows what it's like to make payroll every Friday.

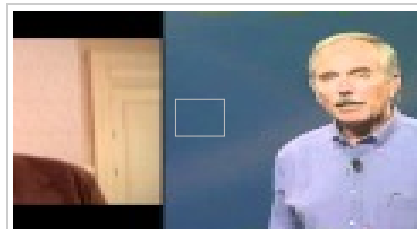
Best known for his first book, *Positively Outrageous Service*, now in its second edition, with over 200,000 copies in circulation world-wide in a multitude of languages, Scott continues to delight audiences with his subtle humor, masterful storytelling, and take-home value, challenging them to make work fun. His subsequent books, 13 in all, validate the need and rewards of delivering a customer service experience so positive that your customers become your best marketing tool.

Scott's client list is as diverse as the Fortune 500, including such respected companies as Southwest Airlines, Ford, and WalMart. Presenting to audiences from as small as six to over three thousand, T. Scott Gross has chosen to hone his skills in more diverse territories. He has served as a First Responder (EMT-B) in his small community of Kerrville, where he currently is serving his third term as a City Council member. When not on the road, Scott intends to live life to its fullest, always making a difference! To book customer service speaker T. Scott Gross call Executive Speakers Bureau at 901-754-9404.

## T. Scott Gross

### Speech Topics

- Teambuilding
- Sales
- Motivation
- Management
- Customer Service



## Testimonials

“As a member of the audience at your delightful talk last night, I just wanted you to know how much I enjoyed your presentation. I found your messages innovative and thought-provoking, your deadpan delivery a riot, and your quirky sense of humour totally disarming. Thank you for making the conference something really special.”

- J Ozier, WOW! Windows.

“I first read POS when I became a manager. I read that book 3 times in a month and it molded who I am today in Customer Service. I have wanted you to know now for about 10 years how much I owe you in changing my outlook on customer service and thank you for the thank yous I have received from customers. I wish I had the money myself to open my own business and spread your teachings but until then, I continue to do what I can with everyone I meet.”

- Michael P..