



Chip Bell

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 audiences 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 600 articles for many business journals, magazines, and blogs. He has appeared live on CNN, CNBC, CBS, Fox Business, Bloomberg TV, ABC, NPR Radio and his work has been featured in Fortune, Businessweek, Forbes, Fast Company, Inc. Magazine, Wall Street Journal, USA Today, CEO Magazine and Entrepreneur. He has authored eight national best-selling books including: **The 9½ Principles of innovative Service, Wired and Dangerous: How Your Customers Have Changed and What to Do about It; Managing Knock Your Socks off Service; Customers As Partners; Magnetic Service; and Take Their Breath Away: How Imaginative Service Creates Devoted Customers.**

His newest book is **Sprinkles: Creating Awesome Experiences Through Innovative Service** and already a best seller. His books have won numerous major book awards and been endorsed by the CEO's or president's of such service greats as Zappos, Starbucks, Ritz-Carlton Hotels, Wolfgang Puck, Build-A-Bear Workshops, JetBlue, Marriott, Chick-fil-A, Kimpton Hotels, and Southwest Airlines. Leadership Excellence Magazine listed him among the top 30 thought leaders in North America. Global Gurus in 2014 ranked him the #1 keynote speaker in the world on customer service.