



CAPITOL CITY SPEAKERS BUREAU

We help you thrill your audience!



Joseph Michelli, Ph.D.

Travels from: Florida

Fee Range: \$10,001 - \$15,000

Joseph A. Michelli, Ph.D., is an internationally sought-after speaker, author and organizational consultant who has been described as "catching what is right in the world and playfully sparking people and businesses to grow toward the extraordinary."

Dr. Michelli transfers his knowledge of exceptional business practices through keynote presentations that explore ways to develop joyful and productive workplaces with a focus on the total customer experience. His insights encourage leaders and frontline workers to grow and invest passionately in all aspects of their life.

Dr. Michelli recently was recognized by Focus as "one of the top five Customer Service Influencers to Track in 2011."

Dr. Michelli's latest book, *Prescription for Excellence: Leadership Lessons for Creating a World-Class Customer Experience from UCLA Health System* was released in May 2011 and has achieved bestseller status on the *New York Times*, *Wall Street Journal*, *USA Today*, *Publishers Weekly* and *Nielson BookScan* lists. His prior bestselling books include *The Starbucks Experience: 5 Principles for Turning Ordinary into Extraordinary*, *The New Gold Standard: 5 Leadership Principles for Creating a Legendary Customer Experience Courtesy of The Ritz-Carlton Hotel Company*, and *When Fish Fly: Lessons for Creating a Vital and Energized Workplace* which was co-authored with the owner of the "World Famous" Pike Place Fish Market in Seattle. His next book *The Zappos Experience* will be released in the fall of 2011.

Dr. Michelli believes his greatest accomplishment is his ability to learn from the laughter and humor of his children, Andrew and Fiona.

Most Requested Programs...

- The Zappos Experience - 5 Principles to Inspire, Engage, and WOW
- Prescription for Excellence - Leadership Lessons for Creating a World Class Customer Experience from UCLA Health System
- The New Gold Standard: Leadership Principles for Creating Legendary Customer Experiences
- The Starbucks Experience - 5 Principles for Turning Ordinary into Extraordinary
- When Fish Fly: Lessons for Creating a Vital and Energized Workforce