

## PARTIAL LIST OF CLIENTS:

Boeing Company  
3 M  
Roche Diagnostics  
Union Bank  
Bank of America  
ASAE  
MPI  
PCMA  
Metropolitan St. Louis  
Sewer District  
Copley Newspapers  
U.S. Navy  
San Diego State University  
Isuzu  
General Motors of Canada  
California Mortgage  
Bankers Association  
Paychex  
HyClone  
American Society for Quality  
American School Food  
Service Association  
Bob's Stores  
North Island Financial  
Credit Union  
Uniform Textile & Service Assoc.  
Multi-Housing Association  
Florida Apartment Association  
Furr's Supermarket  
Pacific Life Insurance Co.  
Corporate Financial Group, Inc.  
Alliance of American Insurers  
California State Parks  
California Realtors Association  
American Wholesale Marketers  
Association  
Telecare Corporation  
Washington Hospital  
St. Rose Hospital  
Pinch a Penny Co.  
Footwear Industries Association  
Port of Subs Corporation  
Worldwide Airline Customer  
Relations Association  
Association of Physical Plant  
Administrators  
International Sign Association  
California Board of Pharmacies  
Institute of Real Estate  
Management (IREM)

# AMERICA'S MOST DYNAMIC BUSINESS SPEAKER AND AUTHOR

Will Motivate  
and Inspire  
Your Attendees  
to Improve Their  
Performance!



**Tom Hinton**

## *Tom Hinton is Right for the Times . . .*

Meeting Planners agree that Tom Hinton is "right for the times." In today's turbulent, global business environment, senior executives want a professional speaker who adds value to their meetings. A speaker who will inspire and motivate employees to improve their performance and generate better results! And, that's why Tom Hinton is one of America's most sought-after professional speakers among corporate and association meeting planners.

Tom Hinton provides just the right balance of message, content, and humor to reach people and get them excited about their

jobs and improving their results. And Tom knows the art of business. He's worked in the private and public sector, served as CEO for three major organizations, and written best-selling books on leadership, quality, and customer service.

Whether he's speaking to your senior leadership team or front-line customer service champions, Tom Hinton knows how to engage an audience, convey timely information that will help them make better decisions, and generate long-term results that will help your attendees improve their performance.

## MOST REQUESTED PROGRAMS:

- ★ Leadership
- ★ Customer Service
- ★ Team Building
- ★ Strategic Planning
- ★ Achieving Performance Excellence



***If you want a reliable, seasoned professional speaker and author who will get results and help your attendees improve their performance, book Tom Hinton today!***





## **Meeting Planners Enjoy Working With Tom Hinton . . .**

Meeting planners and event managers enjoy working with Tom Hinton and his experienced staff. Tom's goal is to make the meeting planner's job easy. No hassles. And that's why Tom Hinton has one of the highest client satisfaction ratings of any professional speaker in America.

### KEYNOTE PROGRAMS AND WORKSHOPS:

#### **"Leadership Lessons I Learned on the Links: Mastering the Course of Business and Life"**

Based on Tom Hinton's best-selling book, this keynote presentation is guaranteed to motivate and inspire your attendees! Using analogies and principles from the game of golf, Tom shares some of the most powerful leadership lessons he's learned on the links to help your attendees improve their own personal and professional performance – on and off the links! This is a popular keynote program with senior managers, sales representatives, and clients who want to integrate a sports theme, golf event, or leadership message as part of their meeting.

#### **"The Spirit of Service: How to Create Customer Service Champions"**

Based on Tom Hinton's first book, *The Spirit of Service*, this popular keynote program or workshop is ideal for front-line service champions and managers who are responsible for customer relations, sales, and service. Tom shares ten valuable attributes that every customer-focused company should embrace – from Service Leadership and Listening to Empathy and Measuring Results. It's packed with humor, positive examples of how to acquire and maintain customers, and practical tips to help your attendees improve their service performance.

#### **"Team Building: Working Together for Fun, Pride, and Profit"**

How do you create a winning team performance? In this dynamic, inter-active program, Tom Hinton will energize your people through innovative team building exercises and problem-solving tactics that are guaranteed to build team spirit and reinforce the importance of working together to achieve better results. This spirited program is popular with employee groups and business units because it focuses on relationship-building strategies to help solve tough operational problems and achieve common goals.

#### **"Achieving Performance Excellence: Blazing the Trail to a World-Class Reputation"**

World-class companies don't just happen! Their success is planned, measured, and tracked as they blaze the trail to performance excellence. This powerful program explores the best practices from several world-class companies and explains how they achieve superior results in seven crucial areas from Leadership to Process Management. During this keynote presentation or workshop format, Tom Hinton will provide clear direction and advice to your attendees to help them achieve a world-class reputation.

#### **"Strategic Planning: Charting the Course to Growth and Profitability"**

Organizational growth requires a well-conceived strategic plan that charts the course to success. Tom Hinton designed this program over a ten-year period based on his experience with corporate and non-profit clients. Tom Hinton will help you design and successfully implement a customized strategic plan. Using his four-step process, Tom will facilitate the completion of an internal performance assessment, establish goals and metrics, perform a SWOT analysis, and adopt an action plan based on a well-tested and manageable strategic direction that your leadership can use to chart their course to success.

