



Bobby Burns speaks to small business owners and leaders who want to create businesses that **deliver exceptional customer service.**

“Having worked with Bobby for the last five years has completely transformed our Company.”

- Paul Woodhead
President, Direct Plastics, Sheffield, England

“Bobby helped me clarify my thinking around my role as a leader in my business as well as simply the owner.”

- Ron McMahon
CEO of McMahon & Associates

“I wanted great customer service to be a consistent reality in my business. The coaching and training we received helped make that happen. Knowing that my leadership and the integral part it played in building a service-oriented culture was profound for me.”

- Bobbette Dowell
Owner of CraftinGirlz.com



Axiopraxis
Business Leadership Coaching



AUDIO-VISUAL SETUP

Summary:

Meeting the following requirements will help to ensure a great experience for your audience.

Equipment:

- Wireless lavalier microphone + spare battery
- LCD projector + screen

Room Setup:

The following suggestions are important for the effectiveness of my presentation, and the overall success of your event:

- The distance from the first row of seats/tables to the stage should be no more than 10 feet.
- The ideal stage/riser height for audiences of up to 200 people is 6"-12"; for audiences of more than 200 people, 12"-24" in height is appropriate.

I like to move across the stage and out into the audience. If possible, please take this into consideration when arranging for stage set and audio logistics.

If you have any questions, please call me at (707) 837-5796.

Thanks and I look forward to working with your team!

Bobby Burns is an acclaimed customer service and business leadership expert known for his content-rich presentations enlivened with humor and actionable strategies and tactics.

As a customer service expert and business leadership coach, his mission is to help small business owners and leaders create companies that **deliver exceptional customer service.**