



## Michael D. Brown, MBA

The Leading Authority on Delivering Fresh Results®



**Traveling From:** Georgia

**Fee Code:** B

\* This presenter's fees fall within this fee code range. Please call (443) 982-7582 for the most accurate quote.

### The Baltimore Worldwide Speakers Bureau

6400 Baltimore National Pike  
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**Michael D. Brown** is a sought after motivational speaker, management expert, consultant, and best-selling author. Through Michael's signature programs and commitment to delivering results both through and with people, he has helped a number of Fortune 500 companies create and deliver world-class experiences that led to double-digit growth to their bottom lines.

Michael is also called upon as a speaker and advisor to many of the top Colleges and Universities in the country. His signature program *How not to Graduate into Poverty*® is most requested by college students, graduates, faculty and staff and is credited with delivering powerful results.

Michael has also motivated and helped hundreds of individuals and entrepreneurs through his program *Get a Brand or Die a Generic*® — move from a stage of mediocrity to an exciting place where they achieve both continuous and exponential personal and professional success.

Michael's programs are fun, engaging, value-adding, and results-driven. The audience will walk away with proven success tools and strategies that will help ensure that they *deliver world-class experiences and substantial results.*

He is the author of the best-seller **Fresh Customer Service (Treat the employee as #1 and the customer as #2 and you will get customers for life).**

<http://baltimorespeakersbureau.com/MichaelBrown.html>



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### **Topics include:**

Fresh Customer Service, Personal Branding, Leadership, Communication, Team Building, Strategic Planning and Management, Change Management, College Student Success, Motivation

### **Programs include:**

#### **For companies, organizations, individuals and entrepreneurs:**

- Get a Brand or Die a Generic®
- Ain't Nothing Generic about Real Leaders™
- A Closed Mouth will Starve you to Death: How to communicate with Power and Passion
- Fresh Customer Service®
- Stop Putting Prisoners on the Frontline and Calling it Customer Service™

#### **For college students and graduates:**

- Get a Brand or Die A Generic®  
- For serious college students only
- Why Would Anyone Hire You?
- How not to Graduate into Poverty®

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You can choose from our select group of quality speakers or send us a special request to help you to find and book a speaker who is not on our website profile list. TBWSB has access to over 3,000 speakers, celebrities, athletes, and speaker agents.

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"The corporate guys from Dunkin' Donuts came to my business to see why I had the number one sales in the company. I told them that Michael Brown taught me how to motivate employees and that's why I am achieving record sales in my stores." The strategies and processes that Michael has taught me has resulted in a 15-35% increase in sales and I have been able to open six more locations.

**Chandan Sengupta, Franchisee,  
Dunkin' Donuts/Baskin Robbins**

"He has a natural flair and confidence in presentation and training."

**Henry White, General Manager,  
Marriott Corporation**

"Michael Brown is a young man who is on the move! He is energetic, captivating and inspiring! He will set you on Fire!"

**Willie Jolley, Award winning speaker, Author & Singer,  
Willie Jolley Worldwide**

"This book takes you along the path of not just thinking outside the box, but throwing the box outside the window. This is a new breed of customer service as you've never seen it before!"

- [ In reference to the book: **Fresh Customer Service®** ]

**Nido Qubein  
President, High Point University  
Chairman, Great Harvest Bread Co.**

"It certainly is a 'fresh' and detailed approach to obtaining customer satisfaction."

- [ In reference to the book: **Fresh Customer Service®** ]

**Cathy Hughes, Founder and Chairperson  
Radio One, Inc**

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