

# **My Service Guarantee to You**

**Here is what Bill Todd will do for you before, during, and after his speech.**

## **In Preparation, I Will**

- Be available 24/7 to discuss plans for my speech.
- Be the easiest speaker you have ever hired.
- Learn and understand as much as I can about your attendees, suppliers, your opportunities, your plans and your current challenges.
- Know the central theme of your meeting and relate my presentation to it.
- Reinforce any key initiatives or ideas that you want highlighted
- Notify you in advance of my travel itinerary.
- With your approval, speak in advance with select members of your audience and the other speakers to align my message for/with them.

## **On Site, I Will**

- Notify you immediately should any serious travel delay occur.
- Be accessible to you, your team and your attendees from the time I arrive until I leave.
- Be reasonable and economical with any food and taxi charges and/or minor incidental expenses.
- Be in the meeting room for a sound check well before the time of my speech.
- Coordinate with the set-up crew well before my presentation
- Stay out of your way until it is my turn to speak.
- Provide an easy, brief introduction and be available to coach my introducer.
- Be in the room and visible to you no less than 1 hour before my introduction begins.

## **During My Presentation, I Will**

- Open my speech with energy and purpose.

- Never use off-color language or material.
- Stick to my time frame and adjust if needed.
- Interact with the audience and involve them through questions, a show of hands, eye contact and exercises as appropriate.
- Present well-researched, profound information.
- Use stories and humor liberally.
- Use appropriate slides and audio clips or video clips to enhance the look, feel and impact of my speech.
- React positively and flexibly to any problems that arise. This includes: audio visuals, lights, sounds, emergencies, etc.
- Never be discourteous to your team or an audience member.
- Allow for questions and comments from the audience during my presentation.
- Summarize my points and give ways to remember my key points.
- Relate my points to your team and attendees.

### **After My Presentation, I Will**

- Stay around after my speech to answer your client's questions or hear comments.
- Allow your members, co-workers and suppliers to call at any time with questions for two years after your meeting
- Check out and depart with no effort to you.
- Itemize my expenses and bill you promptly after the speech.
- Provide receipts as needed.
- Create and host a customized web page for your attendees to access at anytime after the conference. It will contain all handouts and/or slides used during my presentation. Attendees will also have the ability to email follow-up questions for up to one year after the event. You and your team are free to use this page to post any information or handouts or list any follow-up information pertaining to your meeting.
- **Deliver a free 60 minute** follow-up seminar via web cast or tele-conference exclusively for your attendees I will review and reinforce the key points covered during his speech. This can be held at any time within the first six months after your session.

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FEDERATION FOR  
PROFESSIONAL  
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