

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

# 100% Service Guarantee

Here is what Bill Todd will do for Wyndham before, during, and after his presentation.

## In Preparation, I Will

- Be available 24/7 to discuss plans for my presentation.
- Be the easiest speaker to work with you have ever hired.
- Learn and understand as much as I can about your regional team, their opportunities, plans and current challenges.
- Know the central theme of your meeting and relate my presentation to it.
- Reinforce any key Wyndham initiatives
- Notify you in advance of my travel itinerary.
- Speak in advance with select employees to align my message for/with them.

### On Site, I Will

- Notify you immediately should any travel delay occur.
- Be accessible to you 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 presentation.
- Coordinate with the set-up crew 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 1 hour before my introduction begins.

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

- Open your presentation 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 or video clips to enhance the look, feel and impact of your presentation.
- 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 organization and people.

### After My Presentation, I Will

- Stay around to answer questions or hear comments.
- 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 any time after the presentation. It will contain all handouts and/or slides used during my presentation.
- Attendees can call or email with follow-up questions for 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 follow-up seminar via web cast or teleconference 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 year after your session.
- Never disclose any sensitive information about Wyndham.

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