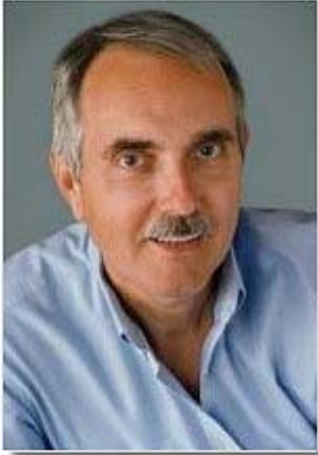




CAPITOL CITY SPEAKERS BUREAU

We help you thrill your audience!



T. Scott Gross, CSP

Travels from: Texas

Fee Range: \$7,501 - \$10,000

T. Scott Gross is a master at removing mystery. His unusual ability to make complex ideas simple comes from years of hands-on experience as an entrepreneur who has also lived the corporate life. He will tell-it-like-it-is and your audience will love it!

Scott is best known for his high-energy platform skills. His energetic, engaging style is more than entertainment - it's always a hit. His gentle humor keeps audiences laughing while they learn handfuls of practical ideas. Whether speaking to a corporation or national association, Scott is a storyteller extraordinaire, comfortable with audiences of any size.

He is most at home with professionals who have high customer contact. Scott knows you can't always have the lowest prices in your market - but you can have the best service! Scott will show you how to take your service to a greater level...and your profits with it!

As a life-long learner, it's only natural that Scott has written 13 fun-to-read books, including the original management classic *Positively Outrageous Service* now in its 2nd edition. He considers *Positively Outrageous Service* to be the first in what he calls a trilogy, encompassing *Why Service Stinks...and Exactly What to Do About It* and *When Customers Talk...Turn What They Tell You into Sales*. His personal favorite, *Borrowed Dreams*, reads more like a novel but is packed with management secrets while he was in search of how to manage high performance teams.

What do you get when a dentist, a nurse and a street medic co-author a book on patient care? *The Service Prescription: Healthcare the Way It Was Meant to Be!* Scott's latest book is loaded with tender, sometimes side-splitting funny stories that will entertain as well as inform. *The Service Prescription*, co-authored with Karyn Buxman, RN, MSN and Greg Ayers, DMD, offers step-by-step guidelines for building healthcare practices that deliver in true POS style.

Not one to sit on the couch, Scott lives life to the fullest. He is an active EMT and an instrument-rated pilot. His latest venture is serving his 2nd term as Councilman (and Mayor Pro Tem) in the city of Kerrville, Texas.

Most Requested Programs...

- Positively Outrageous Service: Out-Serve and Out-Sell Your Competition
- MicroBranding: Power Your Brand to a Bigger Bottom Line
- Why Service Stinks...and Exactly What to Do About It!
- When Customers Talk: Your Customers Are Talking ...We've Been Listening!
- Leading High Performance Teams: Out-Perform, Out-Last Your Competition
- The Service Prescription: Play More, Hire Less & Practice Better Medicine