



Shep Hyken Introduction

Shep Hyken is a speaker and *New York Times* and *Wall Street Journal* best-selling business author who has been entertaining audiences with his unique presentation style for over 25 years. As a customer service expert, he works with companies who want to build loyal relationships with their customers and employees. His programs combine important information with entertainment.

Today's presentation is titled _____.
Please welcome Shep Hyken!

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