



1.800.251.1696 [Support@ExecutiveCoachingUniversity.com](mailto:Support@ExecutiveCoachingUniversity.com)

### My Service Commitment to You

Following is what you can expect from me before, during, and after my presentation.

**Before the presentation, I will:**

- 🕒 Schedule time to discuss your plans for my presentation.
- 🕒 Research your organization and know what “points of pain” you may be facing.
- 🕒 Establish mutual expectations about desired outcomes for the presentation.
- 🕒 Know how my presentation fits into your theme and desired outcomes of your meeting.
- 🕒 Know the makeup of your audience and what their expectations are for my presentation.
- 🕒 Coordinate with all parties to make sure your goals are met.
- 🕒 Supply my travel itinerary, contact information, and any other items that may be required.
- 🕒 Communicate openly and honestly about anything related to our relationship.

### **The day of my presentation, I will:**

- 🏆 Notify you when I arrive. Communicate with you and your staff if I experience any delays.
- 🏆 Make myself available to you and your staff before and after my presentation.
- 🏆 Be frugal in my approach to expenses. Treat your money as I would mine.
- 🏆 Arrive at least an hour before my presentation for a sound check, and to address any issues necessary.
- 🏆 Coordinate with the Master of Ceremony (if appropriate) and other presenters, as necessary.
- 🏆 Observe any speakers that come before me in order to tailor my presentation accordingly.
- 🏆 Wear attire that fits the location, occasion, and audience.
- 🏆 Provide an introduction card and review it with whomever will be introducing me.
- 🏆 Be within eyesight of you as you introduce me.

### **During my presentation, I will:**

- 🏆 Deliver my presentation to the absolute best of my ability.
- 🏆 Be very thoughtful about my words and appropriate in every way.
- 🏆 Be mindful of your needs and the audience above all else.
- 🏆 Provide meaningful and accurate data about my subject.
- 🏆 React gracefully to any technical issues that we may need to address.
- 🏆 Always treat every audience member and staff as I would like to be treated.
- 🏆 Embrace questions from the audience during Q&A as well as after my presentation.
- 🏆 Refrain from ever selling from the stage. I will only mention any appropriate products, if, and only if, explicitly requested and/or approved by you in advance.
- 🏆 Relate my message to you, your employees, and your market.
- 🏆 Strictly adhere to my allotted time frame and finish on time.

**After my presentation, I will:**

- 🎓 Be available for questions and/or comments for a reasonable amount of time.
- 🎓 Allot time to discuss overall performance and reactions.
- 🎓 Strategize with you about ways to provide ongoing impact from my message.
- 🎓 Provide an itemized bill for travel related expenses.
- 🎓 Be respectful of any and all confidential information/discussions that I was privy to. No information will ever be shared unless approved by you in writing.
- 🎓 Be responsive and courteous to any individuals who may contact me after my presentation.

**In summary:**

- 🎓 My goal is to deliver based on your desired outcomes and provide the most impact possible for your people. My presentations focus on actionable takeaways based on the needs of the audience. I look forward to being of service.

Warmly,

A handwritten signature in blue ink, appearing to be 'J. [unclear]', with a long horizontal stroke extending to the right.

1.800.251.1696 [Support@ExecutiveCoachingUniversity.com](mailto:Support@ExecutiveCoachingUniversity.com)