

# Scott McKain, CSP, CPAE

Business Leader and Author

Scott McKain is an internationally known authority who helps organizations create distinction in every phase of business and teaches how to deliver an “Ultimate Customer Experience®.”

He is the founder of a consulting and training company that explores the role of ultimate customer experiences in creating enhanced client retention and revenue, and is the author of three Amazon.com #1 business bestsellers; all teaching how to expand profits, increase sales, and engage customers. McKain’s latest book, released by publisher McGraw-Hill and titled *7 Tenets of Taxi Terry*, provides the specific steps for every employee to create and deliver ultimate customer experiences.

Scott McKain’s presentations benefit from three decades of experience, combined with his innate talent for articulating successful ideas. McKain has spoken before and consulted for the world’s most influential corporations.

He has presented his business strategies on platforms in all fifty states and seventeen countries...from Singapore to Sweden; from Mexico to Morocco...from the White House with the President in attendance; to conferences in Dubai and Abu Dhabi. He has been honored with induction into the "Professional Speakers Hall of Fame." And, he is a member of "Speakers Roundtable" -- an elite, invitation-only group of twenty business speakers considered by many to be among the best in the world.