

**Colleen A. Rickenbacher, CMP, CSEP, CPC**  
**Colleen Rickenbacher, Inc.**  
**Biographical Information**

Colleen Rickenbacher is a business owner, author, speaker, trainer and consultant.

Speaking engagements on the importance of protocol and etiquette in your professional and personal life have taken Colleen around the World. She can be seen and heard regularly on national television and radio including Country Music Television with the Dallas Cowboys Cheerleaders and Fox 4 Good Day.

Colleen was recognized by *Meeting News Magazine* as One of the Top 25 Most Influential People in the Meetings Industry.

Her book *Be On Your Best Business Behavior* covers all areas of practical business and dining skills. The tips she provides will strengthen your image and that of your organization. It is never too early or too late to learn skills that will separate you from your competition. No matter where you are in your career, you never want to leave money on the table because you did not have the proper business and protocol skills to close the deal or to retain your important clients and customers.

Her new book *Be On Your Best Cultural Behavior* covers the proper etiquette and protocol in 33 countries. These guidelines will allow you to navigate globally in our international climate whether you do business in other countries or never leave your backyard.

Colleen's speaking engagements are extensive and she has been featured in numerous meeting industry publications.

**Certifications:**

Colleen has achieved her Certified Meeting Professional (CMP) in 1992, the Certified Special Events Professional (CSEP) in 2001, and most recently her Certified Protocol Consultant (CPC) in 2006.

**Memberships and Boards:**

- Meeting Professionals International Foundation Board of Trustees, 2008-2011
- Board of Advisors for the International Association of Protocol Consultants, 2005-2006
- Meeting Professionals International Board of Directors, 2000-2003
- Certified Meeting Professional Immediate Past Chair, 2001-2003
- Certified Meeting Professional Chair, 1999-2001
- Meeting Professionals International Dallas/Fort Worth Chapter Past President, 1999-2000

- Meeting Professionals International Dallas/Fort Worth Chapter President, 1998-1999
- First President of the Texas Association of Convention Operations Management (TxACOM), 1995-1996. Asked to serve a second term in 1996-1997
- Charter Board of Directors Member of the Dallas Chapter International Special Events Society (ISES)
- Board of Directors for International Special Events Society, 1998-2000

**Awards:**

- Meeting Professionals International Dallas/Fort Worth Chapter Program of the Year, 2008
- National Association of Catering Executives Program of the Year, 2007
- Meeting Professional International Dallas/Fort Worth Chapter Planner of the Year, 2005-2006
- Steve Kemble Leadership Foundation Award of Excellence, 2003
- Meeting Professional International highest leadership award, the Marion N. Kershner Memorial Chapter Leader Award, 2000
- National Speakers Association meeting Partner of the Year Award, 1999
- North Texas Meeting Professional of the Year Award presented by the North Texas Speakers Association
- Member of the Year from the Association of Convention Operations Management
- Supplier of the Year from Meeting Professionals International Dallas/Fort Worth Chapter