

Colleen A. Rickenbacher, CMP, CSEP, CPC
Colleen Rickenbacher, Inc.
Biographical Information and Introduction

Colleen Rickenbacher is a business owner, author, speaker, 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 TV.

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

Her books *Be On Your Best Business Behavior* and *Be On Your Best Cultural Behavior* cover all areas of practical business, dining skills and international protocol. The tips she provides to you today will strengthen your image and that of your organization. These differences will separate you from your competition. You never want to leave money on the table because you did not have the proper business and protocol skills to close the deal. Colleen will be available at the end of the program to answer any additional questions you may have. Please stop by and visit.

And now please welcome Colleen Rickenbacher.....