

## Speaking Schedule

May 16, 2012	Cincinnati, OH	National Association of Financial Advisors – Body Language: How to Read Your Prospect Like a Book	
Jun 4, 2012	Horsham, PA	New York Life – Philadelphia, PA - The One-Day Sales MBA	
Jun 12, 2012	San Antonio, TX	Texas Pest Control Association – Leadership Conference Motivational Keynote	
Jul 8 – 12, 2012	Dubai, UAE	Public Seminar - Achieving Excellence in Customer Service: Providing a Quality Service	<a href="http://www.glomacs.com/courses/PR001.asp?sj=PR">http://www.glomacs.com/courses/PR001.asp?sj=PR</a>
Sep 3 – 7, 2012	Budapest, Hungary	Public Seminar – Quality Assurance & Control	<a href="http://www.glomacs.com/courses/MG113.asp?sj=MG113">http://www.glomacs.com/courses/MG113.asp?sj=MG113</a>
Sep 10 – 14, 2012	Amsterdam, The Netherlands	Public Seminar - Customer Focused Management	<a href="http://www.glomacs.com/courses/MG044.asp?sj=MG044">http://www.glomacs.com/courses/MG044.asp?sj=MG044</a>
Sep 23 – 27, 2012	Dubai, UAE	Public Seminar - Award in Customer Service – Level 1	<a href="http://www.a2z-technology.com/courses/823.asp?sj=823">http://www.a2z-technology.com/courses/823.asp?sj=823</a>
Nov 4 – 8, 2012	Dubai, UAE	Public Seminar – The Sales & Marketing Management MBA	<a href="http://www.glomacs.com/courses/PR009.asp?sj=PR009">http://www.glomacs.com/courses/PR009.asp?sj=PR009</a>
Nov 25 – 29, 2012	Dubai, UAE	Public Seminar - Beyond Customer Service: Building a Customer Centric Organization	<a href="http://www.glomacs.com/courses/PR008.asp?sj=PR008">http://www.glomacs.com/courses/PR008.asp?sj=PR008</a>

Dec 2 – 6, 2012	Dubai, UAE	Public Seminar - Customer Profiling Techniques and Procedures	<a href="http://www.glomacs.com/courses/PR012.asp?sj=PR012">http://www.glomacs.com/courses/PR012.asp?sj=PR012</a>
Dec 9 – 13, 2012	Dubai, UAE	Public Seminar - Achieving Excellence in Customer Service: Providing a Quality Service	<a href="http://www.glomacs.com/courses/PR001.asp?sj=PR001">http://www.glomacs.com/courses/PR001.asp?sj=PR001</a>
Dec 17 – 21, 2012	London, UK	Public Seminar - Customer Focused Management	<a href="http://www.glomacs.com/courses/MG044.asp?sj=MG044">http://www.glomacs.com/courses/MG044.asp?sj=MG044</a>
Feb 10 – 14, 2013	Dubai, UAE	Public Seminar - Beyond Customer Service: Building a Customer Centric Organization	<a href="http://www.glomacs.com/courses/PR008.asp?sj=PR008">http://www.glomacs.com/courses/PR008.asp?sj=PR008</a>
Jun 16 – 29, 2013	Dubai, UAE	Public Seminar - Customer Profiling Techniques and Procedures	<a href="http://www.glomacs.com/courses/PR012.asp?sj=PR012">http://www.glomacs.com/courses/PR012.asp?sj=PR012</a>
Nov 10 – 14, 2013	Dubai, UAE	Public Seminar - Customer Profiling Techniques and Procedures	<a href="http://www.glomacs.com/courses/PR012.asp?sj=PR012">http://www.glomacs.com/courses/PR012.asp?sj=PR012</a>