

**Colleen A. Rickenbacher, CMP, CSEP, CPC, CTA**  
**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 News.

Colleen was recognized by *Meeting News Magazine* as One of the Top 25 Most Influential People in the Meetings Industry and most recently by the *Texas Meetings & Events Magazine* for their 2009 Lifetime Achievement Award.

Her book *Be On Your Best Business Behavior* covers all areas of practical business and dining skills. *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.

Her latest book *The Big Books of People Skills Games* will provide quick, effective activities for making great impressions, boosting problem-solving skills, and improving customer service.

Colleen will also be signing and selling her books and products at the end of the program. Please stop by and visit.

And now please welcome Colleen Rickenbacher.....