**BARBARA KHOZAM**

Ranked in the top 1% out of 400 trainers in the United States, Barbara Khozam has delivered 1100+ presentations. Barbara is the recipient of 27 awards for Sales Achievement & Outstanding Trainer Ratings. Known for her “high energy/high impact” delivery, outrageous wit, and ability to tackle real issues posed by her audience, Barbara has spoken to over 35,000 employees and executives throughout 7 countries.

Originally, Barbara graduated from Santa Clara University as a chemist. She became a trained professional seminar leader when she discovered that being a mad scientist wasn’t nearly as personally rewarding as concocting combustible comedy for her content-rich program about “How to Deliver BAD Customer Service (And Strategies that Turn it Around!)”. Similar programs on leadership, attitude, and communication soon followed.

Barbara is the author of *How Organizations Deliver BAD Customer Service (And Strategies that Turn it Around).* She is also the co-author of *The Power of the Platform,* along with such luminaries as Jack Canfield, Brian Tracy, and Les Brown.Her work also appears in *Executive Etiquette Power,* which she co-authored with other leading business image experts*.*

A former professional beach volleyball competitor, Barbara can still be found spiking balls on a court when she is not lobbing insightful and practical advice to employees at Kaiser, Xerox, Symantec, Verizon, FEMA, the FBI, and the hundreds of other multinational corporations, governmental agencies, and small businesses where she has been hired to speak.