

# ALAN'S SPEAKING FAQ'S

## **1. What are Alan's areas of expertise?**

Alan is a business expert, professional speaker, and author. His topics include:

- Developing Leaders in Your Organization
- Creating Teams That Get Results
- Reducing Executive Overwhelm and Increasing Productivity
- Defining Your Brand and Living It
- Making Your Customer Service a Competitive Advantage
- A Pricing Strategy to Please Customers
- The Motivation Myth-How to Really Boost Productivity

## **2. Can Alan customize a program for us?**

Since every company has different challenges and every audience is unique, Alan adapts all of his programs to meet the needs of his clients. Alan has no "canned" programs.

## **3. What types of presentations does Alan do?**

Alan delivers keynote speeches to kick-start meetings. He conducts break-out sessions at conventions and annual meetings, He also does one-hour, half-day, and full day workshops. For multi-day and multi-site programs, call Alan at 704-817-0850.

## **4. What are Alan's program fees?**

Program fees vary according to length, audience type (general session or executive intensive), customization required and distance to event. You will get a firm quote from Alan before the engagement is finalized. Package fees can often be arranged for multi-session and multi-site programs.

## **5. What are the payment terms?**

A deposit of 50% is required to reserve the program date. Payment in full at time of booking earns a 5% discount. The balance is due and payable net 10 upon receipt of invoice. For your convenience, online payment at Alan's website is available as is credit card payment via email invoice.

## **6. Are travel expenses included in the fees?**

Travel expenses are separate and are based on actual charges. However, in many cases Alan can quote a fixed fee for travel or can include the travel expense in an overall, all-inclusive fee.

## **7. What is your cancellation policy?**

For cancellations more than 60 days prior to the scheduled event, 100% refund. For cancellations less than 60 days prior, no refunds except for cancelable travel expenses.

Alan is happy to answer any other questions you might have. Please call him at **704-817-0850** or email him at [alan@staffordspeaking.com](mailto:alan@staffordspeaking.com)