

BOB BROWN | *Bio*

Bob Brown is a leading keynote speaker, author, seminar leader and management consultant to the hospitality industry worldwide.

- He is a native of Washington DC and received a bachelor's degree from the University of Maryland and taught high school English.
- Bob then pursued a career in music recording 2 albums with MGM records and toured with Richie Havens of Woodstock 1-fame and was the opening act for other such notables as Bonnie Raitt, James Taylor, Neil Young, Linda Rondstat and Emmy Lou Harris.
- Bob gained valuable insight into the hospitality industry while waiting tables in Key West, FL, Charleston, SC and Washington, DC.
- Over 15 years ago in 1987, Bob Was the top sales performer in a sales force of over 80,000 servers, selling over \$300,000 worth of food and beverage in a single year making over \$60,000 in tips.
- Since 1992 Bob has worked with over 250 Marriotts developing both front office and food and beverage programs. In 1995 Bob pioneered Marriott's Service Excellence program used today throughout their hotels worldwide.
- In 1996 and 1997 Bob worked with all 47 full service restaurants in Disney World training over 4,000 cast members and managers. The result was a dramatic sales increase.
- Today Bob works with such prestigious clients as Disney, Nordstrom, Marriott, Ritz Carlton, Hilton, Morton's of Chicago, Olive Garden, Red Lobster, Longhorn Steakhouse, Coors Brewing and hundreds of other restaurants, clubs and casinos. He has delivered speeches and programs all over the US and abroad.
- He is a regular columnist in *The Hotel Food and Beverage Executive* magazine and writes for numerous other publications including Restaurateur, Nevada Hospitality, Restaurant Digest, Food and Service News, Restaurants USA, and Up Front Foodservice.
- Bob—a frequent keynote speaker at national and state association and general manager meetings is known for his interactive, high content—high-energy presentations.

- Some of Bob's keynotes of note include Marriott, Morton's of Chicago, CHART, Champps, Homestead Suites, Capital Grille, Ruby Tuesdays, Longhorn Steakhouse and Olive Garden.
- Bob has also appeared on the Food Network and Hospitality Television and was recently quoted in the Wall Street Journal. He is the author of **The Little Brown Book of Restaurant Success** and the newly released **The Big Brown Book of Manager's Success** and is featured in the video *"The Seven Ways Successful Servers Sell."*