

**The Fourth Annual
Raymond E. Mason Jr.
Leadership
Symposium**

**Phil Sorentino
Growth, Profit, and Enjoyment Advisor
Humor Consultants, Inc.**

Phil is one of approximately 500 worldwide Certified Speaking Professionals (CSP). The designation of CSP is earned by individuals who have proven excellence and dedication in the profession of speaking. More than 3,000 presentations in 31 years, Phil promises his philosophy remains consistent with the overall mission of Humor Consultants, Inc., "assisting in the enjoyment of everything." His wide range of topics include employee and customer loyalty, consultative selling, business and financial results, and attitude management.

Phil's fast-paced, interactive presentations emphasize the importance of enjoyment in the work place. His programs are customized to provide practical information and know-how to increase sales, profits, employee and customer loyalty. He has worked with IBM, Borden, Nationwide Insurance, Wendy's, Bank One, PricewaterhouseCoopers, General Electric, and AT&T.

What are people saying about Phil?

"I would like to take this time to extend a personal thanks to you for your contribution to the 2000 Two Days in May Conference on Victim Assistance . . . Thank you, again, for keeping Ohio at the forefront of victim advocacy."

Betty D. Montgomery, Ohio Attorney General

"Thanks for everything you are doing to help all of us succeed at The Ohio Department of Job and Family Services. Your advice and presentation has been so on target. Everyone is so positive about your contribution to the team. You have become an important part of our quest to improve public service."

Ohio Department of Job and Family Services

"The preparation for the events was the smoothest yet! Your prompt response and attention to the specific goals we wanted to achieve from our rallies is appreciated. While we all enjoyed the humor, we all left with a serious understanding of what providing high quality customer service means in enhancing customer loyalty. You had a unique approach to delivering our message that helped spread the word when it came time to implement in our branch environment. We look forward to working with you again soon.

National City Bank