
DARBY CHECKETTS

Darby Checketts... I began my corporate career at Ford Motor Company and then served as the Manager of Corporate Quality Services at Digital Equipment Corporation. My family and I moved to Utah where I served as a Vice President of Wicat Systems. Ultimately, Sharon Barrow Checketts and I established **Cornerstone Professional Development**. Our core purpose is to support our clients as they each conceptualize and energize the creation of a “Culture of Service Excellence.” Our Cornerstone consultancy has served over 300 client organizations in 27 countries around the globe. I am the author of 17 books. Most of these are available at *Amazon.com*. My best known book is



Customer Astonishment: 10 Secrets to World-Class Customer Care. ☆ I will be pleased to have a telephone conference with you and your leadership team to learn of your goals and customer commitments. You will gain a preview of the core principles I teach and a clear sense of the level of energy I will bring to your leadership conference or organizational effectiveness project. Please telephone me at **801-253-0895**.

Among 300+ Client Organizations I Have Been Privileged to Serve Over 27 Years...

Mercury Insurance Group, Intel Corporation, Gulfstream Aerospace, AT&T, Motorola, Hewlett-Packard, Duke Energy, Tennessee Gas Pipeline, Franklin Templeton, Kitchell Corporation, Ward/Kraft, Paddock Pools, Questar, MSS Technologies, Novell, Nu Skin, Intermountain Healthcare, Blue Cross Blue Shield AZ, U.S. Veterans Affairs, National Forest Service, Utah Dept. of Administrative Services and the Division of Facilities Construction & Management, Arizona Public Service, Arizona Department of Transportation, Salt Lake Community College, Rio Salado Community College, and other leading colleges and universities, several U.S. municipalities...plus a number of clients in the United Kingdom, South Korea, and West Africa.

Please Note: After my 27 years of on-the-road consulting, Sharon and I transitioned to a *semi-retired* status. For a decade, we have been engaged in book writing, travel adventures, and much family and community service that included creating and operating the *Onward2Success* scholarship fund from 2013 to 2018. We served over 170 dedicated and deserving students in Salt Lake County. Now, as the title of my **Utah Business** article of May 2021 encourages, I also choose to be *back in the game, bolder than ever*. I will contribute to the economic recovery that is now underway in America. As an older and devoted Utahn, I have a special appreciation for our rural communities and wish to support the renewal of their local businesses.

As you may be seeking “live” client testimonials, I wish that I could provide current references on my consulting work over 27 years, however, almost all of my former “clients” have moved on from their former roles within their organizations or have made their own career and life changes. These individuals who always provided strong client testimonials for me are no longer available. I gladly share some of their written comments. I ask that you give me the opportunity to speak with you so you can make your own judgment about my current capabilities. Should you choose to engage my services, I make this absolute guarantee: *If I do not bring practical conceptual tools and powerful ideas that can improve your business prospects, you will owe me nothing*. I look forward to a get-acquainted telephone conference.

☆ **Please See Our Written *Client Testimonials* Downloadable at the “Inquire” Page.**