

AMAS TENUMAH

AUTHOR OF HOLD: THE SUFFERING ECONOMY OF CUSTOMER SERVICE

Keynote Speaker | Truth-Teller | Customer Service Reformer

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Amas Tenumah is the most brutally honest voice in customer service today. He exposes the system behind bad service, shows leaders why the problem is intentional—not accidental—and gives them the playbook to fix it.

FLAGSHIP KEYNOTE

HOLD: Why Customer Service Is Working Exactly As Designed — And What Leaders Must Do Next

Amas demolishes the myth that service "just got worse." He reveals the hidden incentives, budget pressures, AI shortcuts, and operational decisions that built the Suffering Economy of Service—where companies save money while customers pay with their time.

Leaders will walk away with:

- A new mental model for service performance
- A roadmap to rebuild trust in a world of automation
- A blueprint to create service that actually works

Formats: 45-60 min keynote • 75-90 min keynote + Q&A • Half-day workshop

Fees: \$15K-\$25K depending on format and travel

OTHER TALKS (DERIVED FROM HOLD)

1. The Cost Center Lie

Why service got stripped of power, funding, and credibility—and how leaders reclaim it.

2. AI, Automation & the Death of the Human Touch

The coming collapse of human connection and how to stop it.

3. The Revolt Against Bad Service

Why customers are fed up, why frontline teams are burning out, and what leadership must change immediately.

SPEAKER BIO

Amas Tenumah is a former Fortune 100 customer experience executive who spent decades running the service operations everyone else talks about. Today he is the front voice of a national revolt against bad service—calling out the misaligned incentives and corporate decisions that created the modern customer experience crisis.

He is the author of HOLD, Waiting for Service, The Curated Experience, The Joyful Stoic, and No One Wants Customer Service. His work has been featured on NPR, Fox Business, Forbes, and national media. He has keynoted for Salesforce, the Annenberg Foundation, National Dental Association, and organizations across healthcare, telecom, tech, retail, and government.

He is known for calling out uncomfortable truths with humor, data, and the internal stories leaders never hear.

WHO BRINGS AMAS IN

- Leadership offsites
- Annual meetings
- Customer summits
- Sales & CX conferences
- Association events
- All-hands company rallies
- Employee experience summits

Clients Include:

Coca-Cola, Teleflora, The State of Oklahoma, DIRECTV, Wendy's, Fastly, and others.

TESTIMONIALS

"We now have an ability to see what is happening in real time at our call centers thanks to your work."

—Justin Brown, Department of Human Services

"Amas lives and breathes customer experience. His expertise is matched only by his wit and real-world approach."

—Nick Jiwa, President, CustomerServ

BOOKING INFORMATION

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