

## Appendix C

### EXcellence in Action

Andrew Landrigan, Event Services Manager, received an email dated April 12<sup>th</sup> from Catherine Knoll of Affiliated Showsales regarding services provided for her event by Jennifer Ballantine, Event & Meeting Coordinator:

“We used to tell your boss how great you were at your job. Now we're telling you how great someone else is at their job. This must mean two things:

1. I'm getting older.
2. You are moving up in the world!

Anyways, we just wanted to let you know that Jenn is just great to work with. Anything that needs to be done -gets done. It takes a lot of stress off of us. We were telling her on the weekend we didn't think we would find someone as awesome as Catherine (de Nobriga) but she has stepped into her role and is doing an amazing job”

Rachel Williams of Canada Running Series sent an email dated May 13<sup>th</sup> to Andrew Landrigan, Event Services Manager, and Lindsay Marrugo, Event & Meeting Coordinator; “Thank you again for all your hard work on the Sporting Life 10K! We appreciate how seamless it is working with the Exhibition Place team.”

Laura Purdy, General Manager, and Gilles Bouchard, Director of Event Management Services, received an email dated May 17<sup>th</sup> from Mark Moffat of Oakview Group regarding services provided by Stirling Bogie, Event & Meeting Coordinator, Kait Farrar, Event & Meeting Coordinator, and Wassim Dawoud, Senior Account Executive;

“I wanted to take a moment to highlight and thank (in no particular order) Stirling Bogie, Kait Farrar and Wassim Dawoud, from your team for their assistance with Loblaw's. From day 1, all were accessible and available, and also shared all changes and information with our team. Into yesterday where there were last minute changes, we huddled as a collective to be aligned in order to execute to perfection, or as close to as possible. The collaboration and open communication allowed for us to move forward in the most positive way. From a sales side, I met Wassim on one of the first walk throughs, and he was detailed, professional and so easy to work with. All three were visible on the floor during the event, but more importantly they were all partners. In an era when we all hear what goes wrong, I wanted to highlight that these three on your team were great examples of what goes right when you work together. It was a pleasure planning and executing Loblaw's alongside them. I thought you should know that they were rock stars throughout, I am sure that is not a surprise to you.”

Anastasia Gal sent an email dated July 2<sup>nd</sup> to Lindsay Marrugo, Event & Meeting Coordinator, Barbara Outschoorn, Senior Account Executive, and Victoria Beach, Booking & Contract Administrator; “I wanted to take a moment to thank you for the great event we had with you. It was a pleasure working with you. We appreciate your flexibility and rolling with the punches with us, as the weather decided not to cooperate on Saturday. Thank you for turning things around with the speed of light and making the drone magic happen together.”