

Appendix C
EXcellence in Action

Richard Bonnick, Event & Meeting Coordinator, received an email dated October 25th from Justine Keller of Build a Dream; “I just wanted to take a moment to extend a huge thank you for everything you did to make Dreamer Day such a success. Your support, attention to detail, and dedication truly made a difference, and I can’t tell you how much I appreciate all that you bring to the table! Working with you is always such a pleasure, and I’m so grateful to have you as part of the team.”

Ministry of Transportation communications staff sent an email dated November 7th to Anthony Monteforte, Event & Meeting Coordinator, Brandon Pickard, Marketing and Communications Manager, Catherine de Nobriga, Tenant and Community Relations Coordinator, Matthew Buckles, Senior Facility Coordinator, David Lyew, Transportation Manager, Security Supervisors and Russ Jackson of Showtech; “Our announcement this morning outside the Food Building went smoothly and everyone was happy with how it turned out. Thank you everyone at Exhibition Place and Showtech for supporting our planning and logistics. [...] It was a huge team effort, thank you!”

David Lyew, Transportation Manager, received an email January 26th from Wing Chan that made our hearts swell with pride;

“My name is Wing, and I am writing to commend some of your incredible staff.

During a 10k run on July 14th last year, I accidentally locked myself out of my car after parking at the Enercare Garage. Your staff members, especially Tony, went above and beyond to assist me. Tony lent me his phone and even coordinated with TD Auto Club by allowing them to call him directly. Despite having their own duties to attend to, both Tony and Claudio checked on me periodically to ensure I was okay while I waited for assistance.

Unfortunately, I had to wait for help for four hours because the drivers were having difficulty navigating through the EX. Throughout this time, Tony continued to help me. When his shift ended, he went out of his way to bring me a chair and asked another staff member, Stephen (I hope I remembered his name correctly), to look after me. Stephen brought me water and even convinced a hesitant driver not to turn away.

I cannot thank your staff enough for their kindness and dedication. They truly went above and beyond, and I am immensely grateful. Please pass along my gratitude and let them know they deserve the highest praise.”