

Appendix C

EXcellence in Action

Nancy Kloek received a card on October 24th from a client; “On behalf of the entire [...] team, I can’t thank you enough for all the incredible support you’ve given us. You’ve literally moved mountains for us! It’s been such a pleasure working with you, you’re an amazing partner and we’re deeply grateful for everything you do. See you very soon on the next one!”

Marisa Hadden, Event Manager of Solutions with Impact, sent an email dated November 10th to Lindsay Marugo, Event and Meeting Coordinator, and team members of Sodexo; “I wanted to take a moment to extend my deepest thanks to each of you for helping make this year’s event such a success. The event went beyond the client’s expectations, and that simply would not have been possible without all your support from start to finish. Please know how much my team and I appreciate your partnership and the pride you take in your work. It’s been such a pleasure to continue working with you and your extended teams that bring such amazing energy and excellence to everything they do! Thank you again for helping us create such a memorable experience for our client and their guests. We truly could not have done it without you and your incredible team. And on top of that, thank you so much for all the support you and your team provided to me and my team during setup, execution, and tear-down to ensure we were taken care of.”

Jenn Ballantine and Sergi Guasch received an email dated December 15th from Brett Bailey, representing T3 Expo, the general service contractor for the ServiceNow World Forum; “I just wanted to send a quick note to say thank you both for your support throughout the ServiceNow World Forum move-in and move-out. Everything ran smoothly, and your help and cooperation made a big difference on our end. It was a pleasure working with you — I genuinely appreciate how responsive and collaborative you both were, and I look forward to working together again in the future.”