

Appendix C

EXcellence in Action

"Fabulous job everyone. Big thanks to you, Emma, for your leadership throughout the experience."
— Sandra Lijoi, Account Executive, Encore (email to Emma Miziolek, dated April 11, 2026)

"Thank you to you and your team for the great support throughout our session today. We truly appreciated the tables and table numbers being set up so well, as well as all the signage being placed perfectly – it made a big difference for participant flow and overall organization. A special thank you to the AV team for their on-site support. They were fantastic in helping us with the technical setup and ensuring the microphones, clicker, and PowerPoint deck worked seamlessly as we transitioned between speakers.

Please also extend our sincere thanks to Mohammad for being there throughout the entire event. His ongoing support during the event was greatly appreciated and helped keep everything running smoothly.

We would also like to thank Basil for the food service - the coffee and catering were well organized and right in time.

Thanks for everyone's efforts and professionalism. It was a pleasure working with your team."
— Client (email to Richard Bonnick, dated April 27, 2026)

"On behalf of OCI, I wanted to extend a sincere thank you for hosting us and for the incredible support you all showed throughout our event. The success of a conference often comes down to the strength of the partnership behind the scenes, and your team's dedication played a huge role in making this experience truly memorable. Every detail was handled with such professionalism and care, allowing us to focus on the moments that mattered most.

We are leaving with wonderful memories and a deep appreciation for the hard work you put in to ensure everything ran smoothly. Thank you for being such exceptional hosts and for helping us create something special. Thank you Cheryl!"

— Palak Verma, Ontario Centre of Innovation (sent to Cheryl Williams on May 1, 2026 via messenger)

"Huge thank you to you and your team for your hospitality and attentiveness during a very busy week last week! The event was a big success and we could not have done it without you! I look forward to any future opportunities to work alongside you again!"

— Hannah Abbott, PRP (email to Nancy Kloek, Senior Event Coordinator, dated June 1)

Hello everyone,

First, I want to thank you all for the hard work, dedication, and effort that went into planning and delivering the World Cup event in Toronto.

I also want to recognize how instrumental Lexi and Sergi have been throughout this process. Their support in managing, coordinating, and assisting with labor-related matters, and countless other challenges was invaluable. We simply could not have done it without them.

Through the constant changes, high-pressure situations, and occasional chaos, they remained calm, solution-oriented, and incredibly resourceful. They consistently maintained open lines of communication, went above and beyond to ensure we had what we needed, and were true partners every step of the way.

It has been a privilege working alongside them, and I would welcome the opportunity to do so again in the future.

Thank you again to the entire team for helping make this event a success.

— Guy Habosha, Technical Manager, FIFA25 US Inc., FIFAWorldCup.com (email to Gilles Bouchard, Director, Event Management Services, dated June 13)