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Subject: Daniel Sharon Workshop / Aventura Marina II –Condominium.

It was my pleasure to attend Daniel's workshop focusing on "Flawless Customer Service" last week. The meeting was attended by my Front Desk staff, Maintenance Service staff, Monique, and myself. Not only did I watch and listen to Daniel's presentation but I was able to observe the other attendees. I witnessed participation and focus to Daniel's presentation. Pleased to see the occasional nod of acceptance our staff seemed interestingly engaged throughout Daniel's explanation of where service meets and exceeds expectation.

As a critic to the presentation I must applaud Daniel in achieving balance of organization of material, context, and delivery skills. An accomplished speaker he commanded the room and interaction. The material was informative and "wrapped up" in an understandable format and language style comfortable and effective to the diversified audience.

I am most pleased with the presentation and the bar of standards established. Anxiously I look forward to see my staff demonstrate their new found skills. Their initial feedback has been very positive.

I highly recommend this presentation to be continued and available to other property staffs. Possibly additional follow up workshops can be developed for more advanced and specific training.

Great job Daniel and appreciation! to those at AKAM that provided this opportunity to my staff and myself.