

What new skill will you implement right away? \_\_\_\_\_

Ruby is frequently asked for **testimonial quotes** about her training sessions. Please check this box if you would grant permission for Ruby to use your quote in her promotional materials. **How would you describe Ruby's program in one or two sentences?**

What did you like best about this program? \_\_\_\_\_

<b>Circle your rating of the presentation</b>	<b>High</b>						<b>Low</b>
Ruby's Delivery	7	6	5	4	3	2	1
The Overall Program	7	6	5	4	3	2	1

Provide insight on which programs you would like to see Ruby present in the future

- Guest Services in the Amusement & Attraction Industry**  
(Ruby is presenting this all day session on Thursday at IAAPA)
- Dealing with Upset Customers
- Secrets to Keeping Our Customers Happy! (Perfect for seasonal training)
- \*\*Leadership Strategies: things you must know to be successful
- \*\*How Effective Leaders Communicate
- \*\*Facing the Challenge of Challenging Employees
- \*\*Supervisory Skills for Success
- \*\*Encouraging Staff Development: The Performance Appraisal Process
- \*\*How to Develop an Effective Employee Training Program

\*\*These are available MP3 Downloads on Ruby's website at [www.RubySpeaks.com](http://www.RubySpeaks.com)

**PLEASE PRINT (This section is optional)**

Your Name \_\_\_\_\_ Title \_\_\_\_\_

Organization or Venue \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Address \_\_\_\_\_ Country \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_

Email (Please print legibly) \_\_\_\_\_

**TRAINING**

Check this Box if you would like Ruby to contact you about providing training for your staff or another organization.

**Podcast Recordings**

Check this Box to receive information about listening to Ruby's wisdom via podcasts that can be downloaded directly to your MP3 Player. If you check this box, please include your email address above.

**Free ELECTRONIC NEWSLETTER**

Check this Box to receive Ruby's FREE email newsletter "Great Customer Service for Leisure Professionals." If you check this box, please include your email address above.

Suggestions for whom Ruby should contact about providing training or about presenting at a conference:

Name \_\_\_\_\_ Title \_\_\_\_\_

Agency or Association \_\_\_\_\_ Phone \_\_\_\_\_