

Training Demand

Michael Getlan Amusement Consultants, Ltd.

Director of Enthusiasm and Opportunity!

Amusement Consultants Ltd.

Smiles Amusement Co. L.L.C.



Michael Getlan is the Director of Enthusiasm and Opportunity! for all of Amusement Consultants Ltd., New Roc Entertainment and Smiles Amusement Co. L.L.C. facilities. As a third generation operator and avid game player, Mr. Getlan has a unique perspective on the operational side of the family entertainment center business. In addition, Mr. Getlan is a contributing writer to many industry trade publications, and a frequent speaker at industry trade shows. He is a past member of the Board of the International Association of Amusement Parks and Attractions and is a past Game Room column-contributing writer for Funworld and Playmeter magazines.

Michael is a member of the Themed Entertainment Association, The International Association of Leisure and Entertainment Industries, and the World Clown Association.

Professional Presentations:

- Customer Service
- Guest Relations Training

Fee Information:

Please call for fee information

Contact Information:

14 Weyman Avenue
New Rochelle, N.Y. 10805
Phone 914.576-7800
Fax: 914.576-6748
michaelgetlan@amusementconsultants.com

Training Demand

Janet Miller Right Track Training

Janet has fifteen years practical experience, first as a front line employee, and now as a dynamic Training Coordinator. In 2000, 2001, 2002, and again in 2003, Janet won awards for Best Orientation Program, Best Supervisory, Best Guest Services and Best Recognition Programs from the International Association of Amusement Parks and Attractions.



In 2004, Janet teamed up with Disney® for a special presentation at the American Zoological Association Conference in New Orleans. Janet designed two workshops for the IAAPA Conference in Orlando, one entitled, "Unwrapping the Gift of Hospitality" and the other, "Twisted Training". Both were highly attended and enthusiastically embraced. Janet was asked by the New Jersey Amusement Association to deliver a breakfast speech at the conference.

Janet's training style has won accolades from local and regional staff for it's unique flavor and fresh twists. She also custom-designs training tools, such as board games, role-playing scenarios, incentive programs, puppet skits and other resources to enhance the workplace.

Professional Presentations:

- Guest services Training
- Supervisory Training
- Training Games and Training Design
- Management - Island Hopping Adventures
- Orientation - Super Star Experience
- Leadership - Who Killed Customer Service - Murder Mystery
- Team building - Office Olympics
- Customer Service - Expedition Into Exceptional Customer Service
- Diversity - Dive rse City Spaces
- Personal Coaching and Motivational Training



Fee Information:

Please call for fee information

Contact Information:

Phone (216) 926-6239

www.rttraining.net

janet@rttraining.net

Training Demand

Ron Morrison SASI Consulting, Ltd.



Ron Morrison is the founder and CEO of Solutions and Specialized Innovations. Seeing the need for improving organizational culture in the world today, SASI was developed to address the never-ending quest of creating organizational leaders.

Ron has spent the last two decades involved in a wide variety of leadership development and public service. He began work as a front-line fire fighter in Jacinto City, Texas. He quickly progressed through the emergency services administration to the position of fire chief, an experience from which he gained invaluable insights into the skill of leadership and leadership development.

In 1990, Ron then carried his learning into the realm of public education, once again climbing to a peak position as a district level administrator for the Leander Independent School District in Leander Texas. His work in public service has allowed him the opportunity both to hold and learn from leadership positions and to share that learning with others.

Morrison was once again able to carry his knowledge of personal leadership and individual responsibility to a larger audience when he joined the staff of Austin's 590 KLBJ radio in 2001 as the co-host of The Flipside: Austin's Raft of Reason in a Sea of Insanity, a radio program devoted to personal integrity and accountability! An instant success in Austin's talk radio market, The Flipside allowed Morrison to expand his understanding of leadership and spread that awareness across the airwaves of Central Texas. He left the show in 2004 to focus on his work with SASI but can occasionally be heard as a guest on the show's new station, 1370 KJCE.

Having benefited from this assortment of public service work, Morrison currently brings his advanced grasp of leadership development, strategic planning, and leadership development strategies to the administrations of school systems, municipalities and private corporations.

Ron holds degrees and certifications in Education, Management and Administration from San Jacinto College, Texas A&M University, Houston Baptist University, and Stephen F. Austin State University.

Training Demand

SASI provides consultation and training to several of the Six Flags Theme Parks, Texas A & M University, The University of North Texas, The University of Houston, and Baylor University. SASI also works with school systems in Texas, New Mexico, and Michigan.

Professional Presentations:

- Basic Empowerment Training
- Advanced Empowerment Training
- Keynote
- Leadership Consultation
- Management Training
- Succession Planning
- Strategic Planning
- Safety Planning
- Safety Training

Fee Information:

\$495.00 Per person
Minimum of 10.
Flat \$2,500.00
\$250.00 / Hour with minimums

Contact Information:

SASI
3828 West Davis Suite 308-352
Conroe, TX 77304
Phone: 936-588-1638
E-Mail: info@sasitx.com

Training **ON** Demand

Todd Morse Chimney Rock Park

Education:

- Master of Business Administration, Vanderbilt University, 1984
- Bachelor of Science in Business Administration, University of Missouri – Columbia, 1982

Employment:

Chimney Rock Company, Chimney Rock, NC, 1986 to Present

President & General Manager

- 4th generation owner / operator of family business
- responsibility for overall management of a growing natural scenic tourist attraction
- development and implementation of yearly operating budgets and plans that include marketing, operations, retail, food & beverage, and education
- oversight of long range facility master plan and strategic business plan to address attendance growth and site preservation
- responsibility for leading a corporate culture that is centered on integrity, service, stewardship, teamwork, growth, and fun

Community Leadership:

- The North Carolina Arboretum and Society Board of Directors, 1994 to 2004
- Southern Highlands Attractions Association, 1986 to Present
- Asheville Area Chamber of Commerce Board of Directors, 2003 to 2005
- Blue Ridge Parkway Association Board of Directors, 1995 to Present



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- Hickory Nut Gorge Chamber of Commerce Board of Directors, 1986 to 1990
- Clean Air Community Trust Board of Directors, 2001 - Present
- Hickory Nut Gorge Wilderness Conservancy Board of Directors, 2002 - Present
- Buncombe County Tourism Product Development Fund Committee, 2002 - Present
- Rainbow Mountain Children's School, 2003 to Present
- Carolina First Bank Advisory Board, 2003 - Present

Awards:

- First Citizens Amazing Customer Service Award, 2002
- International Association of Attractions and Amusement Parks, Spirit of Excellence Award, 2002

Speaking / Training Experience:

- Asheville Area Chamber of Commerce seminar, March 2003
- Travel Industry Association of America (TIA), National Council of Attraction Professionals Conference, April 2003
- TIA National Speakers Bureau 2004 & 2005
- NC Governor's Conference on Tourism seminar, April 2003
- 1000/100 Project seminar, October 2003, September 2004 & 2005
- IAAPA Orlando seminar, November 2003
- Pocono Mountains Vacation Bureau Conference, April 2004
- Ohio Travel Association Annual Meeting seminar, October 2004
- Oakland County (MI) Annual Tourism Means Business seminar, November 2004
- North Carolina Zoo seminar, February 2005
- Asheville Area Chamber of Commerce seminars, February 2005

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- Great Game of Business, The National Gathering of Games, March 2005
- Ashland, OH CVB seminar, April 2005

Professional Presentations:

Half Day Workshops

- Introduction to Type (Myers-Briggs / MBTI)
- Creating Experiences that Rock! (customer service / corporate culture)
- How to Clean Toilets and Influence People (front-line customer service)
- People with Disabilities are Customers, too (customer service)
- The R-Word: Employee Orientation is Where Retention Starts
- Employment Process & Interview Guide
- Introduction to the Painless Performance Appraisal

Full Day Workshops

- Maximizing the Power of Teamwork through the MBTI
- Tourism, Hospitality and Type
- The Painless Performance Appraisal
- Creating Experiences that Rock!

Also Available

- Workshops on subjects including:
 - o Teamwork
 - o Effective interpersonal communication
 - o Change management
 - o Managing conflict
 - o Time management
 - o Leadership
 - o Problem solving
- Custom programs from 1 – 3 days
 - o Team building
 - o Meeting facilitation
- Keynotes

Fee Information:

Prices range from \$400 - \$4000 (plus travel expenses), call for details

Contact Information:

Chimney Rock Company
PO Box 39
Chimney Rock, NC 28720

Training Demand

Phone: (828) 625-9611

Fax: (828) 625-9610

tmorse@chimneyrockpark.com

Training Demand

Frank Price

F.L.Price and Associates/Birthday University



Frank has over 20 years of hands on, practical and consultation business experience. His successful entrepreneurial ventures, in various small business concepts, within and outside the Family Entertainment field, have given him a unique business perspective. Frank co-founded and continues to license internationally, “Hero’s” party experience, a turnkey business concept that delivers, unique semi-private party and event fun. Frank’s consulting career has given him the opportunity for national multi-location experience, that included developing and executing a management recruiting system within the Jeepers Inc. national rollout and also re-engineering and rolling out experiential birthday concepts at Jeepers and Mr. Gatti’s.

Frank W. Price is currently the president of F.L. Price and Associates, a training, operations and concept development firm located in Raleigh, North Carolina, that specializes in family fun, recreation and children’s entertainment. Frank has become the leading expert on the business of birthday parties, developing programs and installing experiential concepts, customizing manuals and training employee teams to achieve cutting edge success. Frank founded Birthday Party University in 2000 to answer the need for understanding the presentation of high quality birthday parties. Birthday University continues to tour successfully in it’s 6th successful year, teaching thousands of family entertainment enterprises the business of remarkable and profitable birthday parties. Birthday University is now an international seminar program with classes in the UK and central Europe. Frank has consulted and trained at many high profile Industry companies, including Adventure Zone, Mr. Gatti’s, Magic Mountain, Castle Park, Frankie’s Fun Parks, Castle golf / Freedom Station, New Roc City Sports Plus, John’s Incredible Pizza . Ongoing professional development has led Frank to a variety of continuing educational venues, including Disney University. Frank was formerly the chairperson of the IALEA Children’s Entertainment Council and writes for a variety of industry trade journals. Frank has instructed at the Oglebay Entertainment Business Institute, ILEAI Boost your Entertainment Profits seminar series, developed Foundations Entertainment University and spoken at various FUNEXPOs, IAAPA conventions, ASI, National Parks & Rec, Leisure Expo, Roller Skating University, Bowl Expo, and World Waterpark Shows, where he was voted “Best Show Speaker” by attendees 2001& 2002.

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Frank's seminars are consistently well attended and always given some of the highest attendee feedback at every show.

Professional Presentations:

- Party Team "WOW"
- Birthday University Workshop
- "Remark"able guest experiences everyday!

Fee Information:

Fee range \$2,000 - \$4,500

Contact Information:

Birthday University
5064 Sunset Fairway Drive
Holly Springs, NC 27540
phone (919) 387-1966
fax (919) 387-1966
email fprice@birthdayuniversity.com

Training Demand

David Randall

David Randall & Associates Pty. Ltd.



David Randall is the Managing Director of David Randall & Associates a company that provides OH&S consultancy and training services to industry and theme parks for over 10 years. In addition, David provides expert witness reports for Gold Coast legal firms dealing in workplace incidents and is currently undertaking a law degree. David has a Mechanical Engineering degree and a Science degree and has worked in the Safety Industry for over 15 years. He has held the position of President of the Gold Coast Branch of the Safety Institute of Australia since its inception in 1993, and has been appointed to the Service Industry Sector Standing Committee to represent the safety interests of theme parks and the Service industry at the State level. In addition, he is currently a Government accredited Tri Safe Self Insurance auditor, WHSO accredited trainer, IAAPA accredited trainer and has been appointed to the Expert Panel of Workplace Health and Safety Queensland.

Professional Presentations:

- Government Accredited Workplace Health and Safety Officer Training
- Safety Supervisors Course
- Hazardous Substance Management
- Hazardous Substances for Employees
- Incident Investigation
- Risk Management
- Communication in the Workplace
- Manual Handling Training
- Workplace Health & Safety and the Law and Planning
- WHS Safety Committee
- Safety Planning & Safety Auditing
- WHS Safety Committee

Fee Information:

Fee range \$400 - \$3,000

Contact Information:

Training Demand

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Fax (07) 5571 1120
info@drandall.com.au
david@drandall.com.au
PO Box 1458
Southport BC, QLD 4215
AUSTRALIA

Training Demand

Courtney Simmons C. Simmons Associates

Courtney Simmons is a renowned media consultant, public relations executive and the founder of C. Simmons Associates. She has more than 20 years experience working with industries as diverse as theme parks, entertainment venues, roller coaster manufacturers, major retailers, automotive companies, daily newspapers, hotel resorts, video gaming, toy companies and municipalities.



Courtney is also a highly-regarded media trainer. Personally leading the interactive training sessions, she empowers clients – from executives to first-time spokespeople – to face reporters with the tools they need to effectively communicate their stories in crisis and non-crisis situations. Both beginners and seasoned media veterans benefit from her extensive experience as a corporate spokesperson by learning how to anticipate media behavior, and confidently craft and deliver key messages.

As a result of Courtney's knowledge and management of strategic messaging delivered through multiple media outlets, she often assumes the role of company spokesperson and is on many first response teams in times of corporate crisis.

She has worked with prominent organizations such as: Six Flags, LEGOLAND California, Premier Rides, Castle Park, Splish Splash Water Park, Palace Entertainment, Sony Online Entertainment, The City of Carlsbad, CA, The Fremont Street Experience in Downtown Las Vegas, Infiniti Automotive, May Company Department Stores, Athletes & Entertainer for Kids, 9-1-1 For Kids, RealEstateShows.com and STUFF Magazine.

Professional Presentations:

- Getting Ready for the Media
- Crisis Communication Skills
- One-on-One Interview Training
- Custom Programs Available Upon Request



Fee Information:

Please call for fee information.

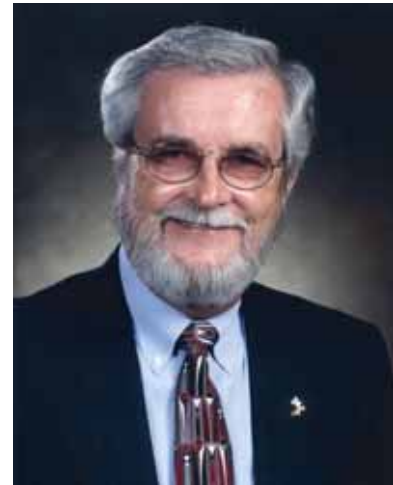
Contact Information:

Phone (760) 942-9075
cs@courtneysimmons.com

Training Demand

Jerry Aldrich Amusement Industry Consulting

Jerry spent twenty-seven years with Walt Disney World including serving as Director of Walt Disney Imagineering/Show Ride Engineering. He is currently President of Amusement Industry Consulting, an International Consulting firm based in Orlando Florida. He is also the Chair of the IAAPA Safety Committee.



Professional Presentations:

- Services for Guests with Disabilities
- Developing Safety Awareness
- Planning for a Safe Facility
- Involving all Employees in Facility Safety

Fee Information:

Please call for fee information

Contact Information:

Amusement Industry Consulting, Inc.
P.O. Box 691361
Orlando, FL 32869-1361
Amusement Industry Consulting, Inc.
7408 Lake Willis Drive. Orlando, FL 32821-9321 USA
Telephone: (407) 239-6336 USA
(34) 67 965 0952 Europe
Fax: (407) 239-767

Training Demand

Patty Beazley When Pigs Fly



Patty Beazley of “When Pigs Fly”, has over 24 years of operational experience including the areas of ride safety, customer service, cash handling, leadership training and human resource functions.

Patty began her career at Opryland USA Theme Park in Nashville, Tennessee as a front line employee. At Opryland’s closing in 1997, Patty was the Director of Operations. Patty then took on the responsibility of General Manager at Nashville Shores Water Park.

Patty has been consulting for the past two years and has serviced over a dozen clients. Patty recently was awarded the Harold Chance Best Presentation Award at the AIMS 2004 Safety Seminar. Patty graduated from the University of Tennessee with a Master of Science in Counseling Psychology. A former full time secondary and post secondary instructor and guidance counselor, Patty continues to teach as an adjunct member of faculty for Nashville State Tech.

Professional Presentations:

Customer Service

- Friendly Fun 101 – is an entry level class for employees on the basis of providing great customer service. The class provides insight on characteristics and challenges of customer service; the customers’ perception of employees, and a hands-on “how to” approach of making each individual customer special.
- Leading Friendly Fun 101 –This class is for management on how to continually lead their employees in providing great customer service. The class provides insight on how to be an effective role model, trainer and coach with front-line employees in the areas of service and hospitality.

Leadership

- Take Care2 - is an internal customer service class for management. This class focuses on how to provide exceptional internal customer service for the ultimate pay off of having happy employees. When employees are satisfied they will meet and even exceed outlined expectations. We like to say, “when employees ain’t happy, ain’t nobody happy”...this class is designed to re-energize management and provide solution oriented ideas to motivate employees.

Training Demand

- The Rookie –This course is designed for newly appointed supervisors or managers. This class will provide the participant with a tool kit of essential management skills and gives practical real life examples, scenarios and techniques to enable a new manager to lead with confidence. We place great emphasis on role plays, participation and group discussion.

Training

- Developing and Improving Training Programs- is a class that will provide your management team with not only what to do in developing their training program, but how to do it. With today's work force, it takes creative training techniques to keep their attention. This class focuses on how to make the training process not only memorable but the information provided retainable.

Safety

- Coaching Safe Behaviors – is a class for management on the perils of unsafe behavior. The issues of unsafe behavior are addressed through an overall action plan, including hiring, recruiting, training and the actual coaching process. Participants realize that a strong coach has a game plan, communicates the expectations and is on the field.
- Smooth Operators – is an entry level class for employees on the “what, why and how” of safety. With group participation and activities, the following three areas of safety are discussed at depth: understanding “what” safety actually means; “why” safety is vitally important; and, “how” to put the theory of safety into practice. Audience role plays create a true “hands on” experience.

Other

- Time Management – Most people feel frustrated with a day that is unproductive. We would all like to get more done in one day. The idea of “time management” creates a false impression of what a person is able to do. Time is uncontrollable, yet we can manage ourselves and our use of time. Time management is actually self-management. This class is designed to help the busy professional learn new ways to motivate themselves to gain better control of their time...and their life

Fee Information:

Please call for fee information

Contact Information:

Training Demand

When Pigs Fly
240 Forsyth St
Murfreesboro TN 37127
Phone: 615 545 8109
Email: cindeeops@aol.com
Website: www.whenpigsfly101.com

Training **ON** Demand

Carla Clark

Carla Clark Management Concepts



Professional Presentations:

- Orientation Programs
- It Takes People: Managing Service People
- Foundations: The Basics of Training
- Dust Bunnies: Quality Assurance,
- Leadership Skills for Service
- Management: Following the Leader: Mgt and Leadership Skills for Frontline and Seasonal Supervision

Fee Information:

Please call for fee information

Contact Information:

Carla Clark Management Concepts

4109 Rosebud Court

Arlington, TX 76016-272

Phone: (817) 478-2020

Email: carlavanclark@comcast.net

Training Demand

Susan Sweeney The Hospitality Masters



Renowned E-Business and Internet marketing expert, Susan Sweeney, CA, CSP individually tailors lively keynotes, half-day sessions, and full-day sessions for companies, industries, and associations interested in improving their online presence. Whether your interest lies in increasing targeted traffic to your web site or implementing a dynamic E-Business strategy, Susan has the hands-on experience and knowledge necessary to guide you on your way to online success.

Susan is the founder and President of Connex Network Inc., a thriving Internet marketing and E-Business consulting firm. Susan holds both her Chartered Accountant and Certified General Accountant designations. She is an experienced Internet marketing professional with a background in computers, marketing, and the Internet.

Susan Sweeney is the author of the highly regarded and successful Internet marketing book 101 Ways to Promote Your Web Site (4th edition), now available in German. Her Internet Marketing for Your Tourism Business, has received rave reviews from many tourism industry professionals. 101 Ways to Promote Your Web Site, has sold well over 50,000 copies. Her books include 101 Internet Businesses You Can Start from Home, The E-Business Formula for Success and Going for Gold.

Professional Presentations:

- Employee Selection, Retention And Motivation
- Employee Attitudes, Values and Behavior, Leadership
- Team Building
- Internal and External Customer Loyalty

Fee Information:

Please call for fee information

Contact Information:

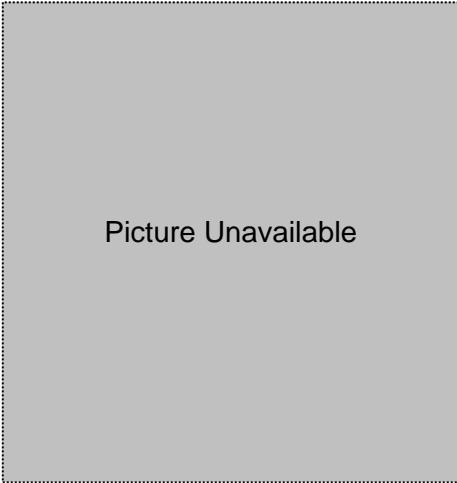
Training Demand

susan@susansweeney.com
Toll Free Phone: 1 888 274 0537
Phone: 902.468.2578
Fax: 902.468.0380

Training Demand

Ray Dubois Huss Rides

Ray is currently Director, Human Resources & Corporate Services of the Pacific National Exhibition in British Columbia, Canada. He has twenty years experience in the amusement industry and is currently a member of the IAAPA Smaller Amusement Parks Committee.



Professional Presentations:

Guest Service, Safety, Leadership, Employment Law and Discipline / Discharge

Fee Information:

Please call for fee information

Contact Information:

HUSS North America:
HUSS Park Attractions
c/o Leisure Labs LLC
6701 S. Gator Creek Blvd.,
Sarasota, FL 34241
Ph: (941) 929-0535
Fax: (941) 929-9784
E-mail: hussnorthamerica@aol.com

Training Demand

Adrea Gibbs

Alriginal Productions

Dr. Adrea Gibbs has been involved in the live entertainment field for over 28 years as a director, choreographer, designer, writer, and performer, has an extensive background in fitness and child development, and is the author of the book, "Let's Put On A Show!" published by Meriwether Publishing. Her work in child-based programming resulted in a long-time collaboration with the Gymboree Corporation, including the development of new programming and initial development/training for the company's mascot, Gympo the Clown. Her age-appropriate exercise programming is currently used in several applications including the Boys and Girls Club of Hollywood, Oakridge Athletic Club, 24 Hour Fitness, and Madera Elementary, including programming modified for the physically and mentally-challenged. Her children's theatre workshop, based on her book, was a highly successful program run in Camarillo, California. An accomplished presenter, with credits including appearances at the National Storytelling Network International Conference (Brown University), American Association of Health, Physical Education, Recreation, & Dance Conferences, Funny Business Clowns, Adaptive Health Conference, Light the Fire (M.I.T.), The Gymboree International Conference, International Aquatic Fitness Exercise Conference, and most recently the New York State Hospitality and Tourism Association attractions seminar, she specializes in the development of communication skills on a variety of levels. She has worked extensively as a consultant throughout the United States, Europe, and Asia, last year as the Director of Entertainment and Operations Development for Ramoji Film City in India, and is presently doing private consultations for a variety of enterprises.



Professional Presentations:

- Returning Humanity to the Practice of Business
- Training Games
- Customer Service
- Communication: How to Listen
- Actions Can Speak Louder Than Words, What You Need to Know about Your Employees
- Good Customer Service Begins With Employee Appreciation
- Interview Skills: What to Look for When Promoting

Training Demand

How to Interview

Fee Information:

Please call for fee information

Contact Information:

Adrea Gibbs

Phone: (802) 882-1240 X2380
(518) 578-0553

Email: AdreaG@benjerry.com

Training **ON** Demand

Grant Goold

Grant Goold and Associates

Grant Goold and Associates provide training and consulting services to the waterpark and attractions industry.

Professional Presentations:

- Waterpark Operations
- Guest Services
- Supervisory Management

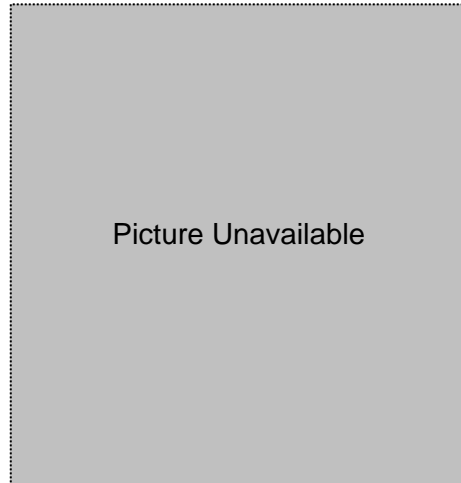
Fee Information:

Please call for fee information

Contact Information:

Grant Goold and Associates
5500 Hammond St
Citrus Heights CA 95921

Phone: 916 966 8406
Email: Gooldg@arc.losrios.edu



Training Demand

Gail Hahn

Fun*cilitators

As the CEO (Chief Energizing Officer)[™] of Fun*cilitators[™], Gail Hahn, MA, CSP, CLL is a keynote speaker, teambuilding facilitator, workshop trainer, and author who is the only person in the world having earned all four authentic credentials of Certified Speaking Professional, Certified Parks and Recreation Professional, Certified Laugh Leader, and Certified SDI[®] Relationship Awareness [®] Facilitator.



The Certified Speaking Professional designation is the speaking industry's international measure of professional platform skill. CSP is conferred throughout the International Federation for Professional Speakers only on those who have earned it by meeting strict criteria and successfully serving clients with consistent quality work and solid content in their area of expertise. Less than 400 people in the world hold this highest-earned professional designation in the speaking and training industry.

As a 20-year veteran Certified Parks & Recreation Professional with the National Recreation and Park Association (NRPA), Gail worked in the hospitality and leisure industry since 1986 organizing special events, facilitating professional/personal development, social and educational programs. She is currently a trained facilitator for the Benefits Movement and a member of the CAPRA accreditation team visiting agencies in the recreation industry around the world to qualify them for accreditation through NRPA.

Professional Presentations:

check Gina's email

Fee Information:

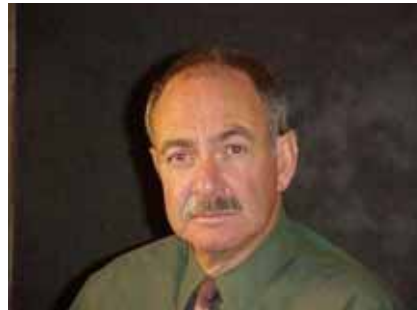
Please call for fee information

Contact Information:

1.866.FUN.AT.WORK (1.866.386.2896)
480.802.0103
gail@funcilitators.com

Training Demand

Stevan Layne Layne and Associates



Stevan P. Layne, CPP, CIPM, CIPI is a nationally recognized leader in business protection, loss prevention, security management, workplace violence prevention, and emergency preparedness. Mr. Layne is a *Certified Protection Professional, Certified Institutional Protection Manager, and Certified Institutional Protection Instructor*. He is a former police chief, criminal investigator, and public safety director, now operating a successful international consulting firm.

Mr. Layne is a popular presenter who informs audiences with his unique style and dynamic presentations. He emphasizes audience participation, role-playing, and practical problem solving, using an entertaining but professional approach. Attendees enjoy more, retain more, and keep asking for repeat performances, year after year.

Steve has provided exceptional seminar and workshop experiences for thousands of business professionals throughout the world. His professional multi-media presentations include action graphics, excellent handout material, and lively audience interaction.

Steve Layne is the author of *Business Protection Guidelines, The Business Survival Guide: Part I, and The Cultural Property Protection Manual*. He is a graduate of the FBI's Police Management Program, and the founding director of the International Foundation for Cultural Property Protection.

Professional Presentations:

Workplace Violence Prevention
Loss Prevention
Customer Service / Employee Awareness, Pre-employment Screening / Hiring,
Training and Firing

Fee Information:

Please call for fee information



Contact Information:

Steven Layne
President & CEO
Layne Consultants Int'l
1285 Hudson St
Denver, CO 80220
Phone: 303 377 2176
Email: layneconsult@earthlink.net

Training Demand

Doug Lipp

G. Doug Lipp & Associates

Doug Lipp, an internationally acclaimed expert on customer service, leadership and diversity, motivates and challenges audiences around the world as a consultant and speaker. Doug has spent over 25 years working from the front lines to the boardrooms of corporations around the world.



Picture Unavailable

Formerly the head of training at Disney Studio's Walt Disney University, Doug also worked at Disneyland where he provided the well-known "Traditions" orientation program and other leadership courses. Pivotal in Doug's career with Disney was his experience in the mid-80's when the corporate culture changed from the arrogant: "we're the best, why change?" To the progressive: "don't rest on your laurels" powerhouse corporation that it remains today. Join Doug as he takes you on an entertaining and insightful journey behind the scenes to discover both the secret of Disney's success and how it has overcome spectacular challenges.

Fluent in Japanese, Doug was on the start-up team for Tokyo Disneyland, working in Japan for two years creating Disney's first international theme park. Both when he worked for NEC Electronics and currently in his private consulting practice, Doug addresses the topics of global and domestic customer service, leadership, and cultural diversity with his clients in the U.S. and abroad.

He is the author of 6 books including his most recent book *The Changing Face of Today's Customer*, which proclaims the use of "cultural sense" in addition to common sense. It is endorsed by prestigious business leader Peter Ueberroth and *One Minute Manager* co-author, Ken Blanchard. He is also the author of *Even Monkeys Fall From Trees*, about the balance of art and science for outstanding customer service.

Professional Presentations:

Customer Service
Intercultural Diversity

Fee Information:



Please call for fee information

Contact Information:

3927 Edgevale Ct
Ste. A
Fair Oaks, CA 95628
Tel: 916.962.1231
Fax: 916.962.0424
pam@douglipp.com

Training Demand

Ruby Newell-Legner, CSP RubySpeaks, Inc.

Ruby Newell-Legner, Certified Speaking Professional, founded RubySpeaks, Inc. in 1994 with a singular mission: To provide the hands-on training employees need to create a work environment where everyone can excel on the job. Over the last decade, she has presented more than 1,400 programs in nine countries and has shown tens of thousands of participants how to quickly improve workplace performance.



As an award-winning, international speaker, Ruby works with organizations to build better relationships: from front-line employees to customers, between co-workers and their peers, and from managers to the employees they supervise.

A nationally recognized training expert in the Leisure and Hospitality Industry, Ruby is also a Certified Speaking Professional, a designation bestowed by the National Speakers Association to less than 400 speakers in the world.

Ruby's high-impact trainings are based on 25 years as a front-line service provider and leisure facility manager; she has been speaking professionally for the last 13 years. Having worked with many NFL and NHL Stadiums and Arenas, she has been selected to provide Guest Relations training for the Staff for the 2007 Super Bowl at Dolphin Stadium. In June of 2005 she provided training for Jumeirah International, the Dubai, United Arab Emirates, based luxury hospitality group that has the only seven-star hotel in the world, Burj Al Arab.

Ruby's track record in satisfying clients is identified by the number of clients who have hired Ruby again and again to provide training for their group. She is a frequent presenter at IAAPA, WWA and the International Aquatic Safety & Risk Management School. Her most recent Amusement Park & Attraction Clients include: Holiday World Theme Park, Royal Gorge Bridge and Park, Leisure Systems, Inc. (the official franchiser of Yogi Bear's Jellystone Park Camp-Resorts), Indiana Beach Amusement & Camp Resort, Camelback Ski Area, Camelbeach Waterpark, Good Times Emporium, National Western Stock Show, Connecticut's Beardsley's Zoo, Glenwood Springs Hot Springs Lodge and Pool, and Wild Wadi Waterpark.

Professional Presentations:

Front Line Skills Training – Staff Development – Perfect for Seasonal Orientation

- ◆ Secrets to Keeping Our Customers Happy!
- ◆ Stay COOL: Create Ongoing Opportunities to Love your Job, Your Customers and your Team
- ◆ Raising the Bar in Guest Relations – a customized video taped scenario session using your staff
- ◆ How to Create a Legendary Experience for Your Guests
- ◆ Presenting a Professional Image
- ◆ How to Work Effectively with Your Boss
- ◆ Time Tactics to Make You More Successful

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Supervision/Management Training Programs

- ◆ How to Attract and Select Great Employees!
- ◆ How to Develop an Effective Employee Training Program
- ◆ Supervisory Skills for Success
- ◆ Encouraging Staff Development: The Performance Appraisal Process
- ◆ Facing the Challenge of Challenging Employees

Leadership Training and Development

- ◆ How Effective Leaders Communicate
- ◆ Leadership Strategies: Things you must know to survive
- ◆ Understanding and Dealing with Change
- ◆ Reenergizing Employees by Redefining Organizational Values
- ◆ How to Run a Successful Meeting
- ◆ Networking Strategies: Building Professional Relationships
- ◆ How to Create and Deliver Powerful Presentations

Fee Information:

Please call for fee information.

Contact Information:

Ruby Newell-Legner

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E-mail: Ruby@RubySpeaks.com

Web Sites: <http://www.RubySpeaks.com> and <http://www.GuestRelationsTraining.com>

Training **ON** Demand

Cindee Patrick

When Pigs Fly

Cindee Patrick of “When Pigs Fly”, has 20 years amusement industry operational experience including the areas of ride safety, customer service, leadership training and operational standardization, working at parks such as Six Flags Over Texas, Opryland USA, Fiesta Texas, and MGM Grand Adventures.



Additionally as an operational consultant, Cindee has worked with over 60 parks worldwide. She serves as the operations training task group chair to the American Society for Testing and Materials. Cindee has been a presenter at the AIMS International Safety Seminars, WWA and at many other industry venues and functions.

Ms. Patrick has been awarded the Antonio Zamperla Operational Safety Award for her contribution to operational safety and most recently has been awarded the Harold Chance Best Presenter Award at the AIMS 2004 Safety Seminar. Cindee holds a Bachelor of Science degree in recreation administration from Texas State University.

Professional Presentations:

Professional Presentations:

Customer Service

- Friendly Fun 101 – is an entry level class for employees on the basis of providing great customer service. The class provides insight on characteristics and challenges of customer service; the customers' perception of employees, and a hands-on “how to” approach of making each individual customer special.
- Leading Friendly Fun 101 –This class is for management on how to continually lead their employees in providing great customer service. The class provides insight on how to be an effective role model, trainer and coach with front-line employees in the areas of service and hospitality.

Leadership

- Take Care2 - is an internal customer service class for management. This class focuses on how to provide exceptional internal customer service for the ultimate pay off of having happy employees. When employees are satisfied they will meet and even exceed outlined expectations. We like to say, “when employees ain’t happy, ain’t nobody happy”...this class is

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designed to re-energize management and provide solution oriented ideas to motivate employees.

- The Rookie –This course is designed for newly appointed supervisors or managers. This class will provide the participant with a tool kit of essential management skills and gives practical real life examples, scenarios and techniques to enable a new manager to lead with confidence. We place great emphasis on role plays, participation and group discussion.

Training

- Developing and Improving Training Programs- is a class that will provide your management team with not only what to do in developing their training program, but how to do it. With today's work force, it takes creative training techniques to keep their attention. This class focuses on how to make the training process not only memorable but the information provided retainable.

Safety

- Coaching Safe Behaviors – is a class for management on the perils of unsafe behavior. The issues of unsafe behavior are addressed through an overall action plan, including hiring, recruiting, training and the actual coaching process. Participants realize that a strong coach has a game plan, communicates the expectations and is on the field.
- Smooth Operators – is an entry level class for employees on the “what, why and how” of safety. With group participation and activities, the following three areas of safety are discussed at depth: understanding “what” safety actually means; “why” safety is vitally important; and, “how” to put the theory of safety into practice. Audience role plays create a true “hands on” experience.

Other

- Time Management – Most people feel frustrated with a day that is unproductive. We would all like to get more done in one day. The idea of “time management” creates a false impression of what a person is able to do. Time is uncontrollable, yet we can manage ourselves and our use of time. Time management is actually self-management. This class is designed to help the busy professional learn new ways to motivate themselves to gain better control of their time...and their life

Fee Information:

Training Demand

Please call for fee information

Contact Information:

When Pigs Fly

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Phone: 615 545 8109

Email: cindeeops@aol.com

Website: www.whenpigsfly101.com

Training Demand

Alan Ramsay

Ripley Entertainment, Inc.

Alan Ramsay is Vice President of Attraction Operations at Ripley Entertainment. He is a former on-site safety inspector and accident investigator for the amusement, hotel and casino industries and is a former General Manager of Roger Williams Park Providence, RI. Alan has over 16 years experience in the amusement and attractions business and has previously served as the President of the New England Association of Amusement Parks and Chairman of the Human Resources Committee and Facility Operations committee for IAAPA.



Professional Presentations:

- Crisis Management
- Fire Safety
- Maintenance Issues
- Ride Inspections
- Risk Management
- Guest Services
- Food and Beverage Operations
- Facility Operations Management

Fee Information:

Please call for fee information

Contact Information:

Alan E. Ramsay
Vice President of Attraction Operations
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Training **ON** Demand

Donna Raphael
Santa Cruz Seaside

Professional Presentations:

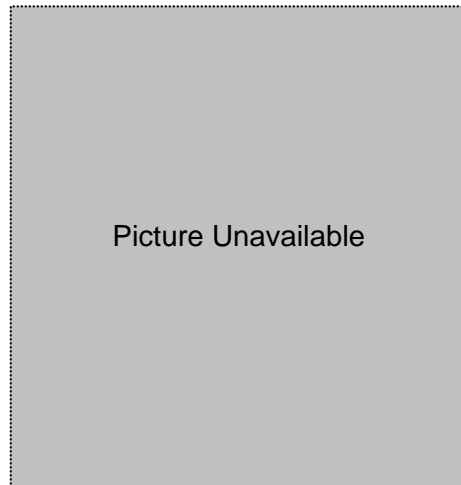
- Merchandising Cash Handling
- Games Cash Handling
- Shoplifting Prevention
- Setting up Orientation and Cash Training Sessions

Fee Information:

Please call for fee information

Contact Information:

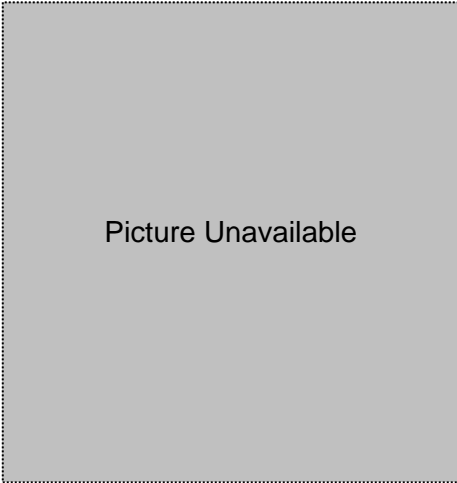
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Ph. (831) 460-3380
Fax. (831) 460-3350
donna@scseaside.com



Training **ON** Demand

Deede Sharpe Sharpe Programs, Inc.

Deede Sharpe is president of Sharpe Programs Inc, a training, education and consulting firm. Sharpe programs Inc is dedicated to translating the strategies of successful service into action plans for image building and positive guest and employee relations. Deede is a former manager of educational programs with the Walt Disney World Co. She has worked with IAAPA for over 10 years presenting training programs to members facilities and at the annual IAAPA Trade Show.



Professional Presentations:

- Creating a Climate for Guest Care
- Selling Your Success and Internal Marketing
- Training for Your Team's Success
- The Power of Listening
- Understanding How Others Work and Learn
- Turning Challenges into Compliments, Teamwork: Getting others Involved, Training The Trainer

Fee Information:

Please call for fee information

Contact Information:

Deede Sharpe
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Winter Park, FL 32789
Phone: (407)647-7487
Email: deede@atlantic.net

Training Demand

Kate Wall

Training Matters

Kate has over 30 years of amusement industry experience in the areas of Human Resource Management, Training, Guest Services, Front Gate, Park Operations, Ride Operations, Shows, Safety & Risk Management, Marketing and Senior Management. Her experience includes over 22 years with the former Riverside Park (Agawam, MA) and four years at Lake Compounce (Bristol, CT). Kate is involved in the amusement industry at both the international and regional level.



She is a former IAAPA Board Member. She served on IAAPAs Facility Operations Committee, Personnel Committee, Education Committee, and Publications Committee. She is a current Officer of the New England Association of Amusement Parks and Attractions, and served as its first female President. She serves on NEAAPAs Education Committee, Nominating Committee, Finance Committee, Strategic Planning Committee, Newsletter Committee, and Chaired both NEAAPAs Legislative Task Force and Rider Safety Committees.

Park World named Kate as “Woman in the Industry” in 1993. Her peers also honored her when she received IAAPAs Best Program Award in 1988 for a workshop on training, orientation, and motivating teenaged employees. Her most recent industry presentations are a June 3, 2002 NEAAPA workshop titled: Building a Vision for Supervisory Success (co-presented with Alan E. Ramsay), November 21, 2002 IAAPA workshop titled: Basic Building Blocks for an Effective Ride Operator Training Program, a March 30, 2004 NEAAPA workshop titled: The Seduction of Risky Behavior: Understanding and Managing the Adolescent Employee, two IAAPA workshops in 2004 titled, Understanding and Managing Adolescent Employees and Building a Team of Effective Supervisors .

Education: Kate is a life-long learner. She has a BS in Physical Education, Master’s of Business Administration (MBA) and a Master’s of Science in Organizational Behavior (MSOB). In addition, she holds advanced graduate management certificates in leadership and teams, and organizational behavior. She has attended numerous workshops and seminars ranging from guest services (Blanchard Training & Development, Disney Approach to Guest Service) to leadership (Enlightened Leadership, Disney Approach to People Management, Dale Carnegie), to IAAPAs Cornell Industry Institute to name a few. Kate is

Training Demand

adjunct faculty at the University of Hartford (West Hartford, CT) Barney School of Business. She teaches organizational behavior and managerial skills. She will begin a doctoral program in the fall.

Professional Presentations:

- Supervisory Skills Training
- Ride Operations
- Training
- Guest Services

Fee Information:

Please call for fee information

Contact Information:

Kate Horner-Wall

President

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Ken Whiting

Ken has committed his professional life to working within the amusement park, restaurant and recreational & leisure-time industries. He has focused on developing strategic sales building programs, customer service initiatives, and the motivating, training and supervisory development of a large entry-level workforce. He has spent nearly 30 years managing his family's food service business at the Santa Cruz Beach Boardwalk.



Ken lectures regularly on the subjects of *Teenage Workforce* and *Supervisory Success* to organizations that employ youth, and has created the *WAVES for Success* system for improving workplace performance. He has employed thousands of teens and young adults, and continues to focus on ways of understanding, in today's culture, what inspires them to participate, contribute and excel at work.

Ken is currently the Chair of the Food & Beverage Committee for the International Association of Amusement Parks and Attractions (IAAPA), and has presented regularly at their annual convention.

He is a past president of both the Santa Cruz Area Chamber of Commerce and the Rotary Club, past board member of the local Conference & Visitors Bureau, and Restaurant Association, and has been a volunteer with many industry, charitable, church and civic organizations.

In his spare time, he has completed over 50 marathons and triathlons and catches an occasional wave. Married to Renee for 25 years, they have three daughters and reside in Surf City... Santa Cruz, California.

Professional Presentations:

The following programs can be delivered in a ninety-minute presentation, in a half-day workshop format, or customized to meet your needs.

WAVES for Teenage Workforce Success

How to Recruit, Educate, Motivate and Retain TODAY'S Teens

- 5 elements necessary to create a lasting culture of success
- Secrets to managing retention
- Learn why today's teens are the way they are...
- Communication for results
- Hire better, reduce turnover and create loyalty
- Innovative motivational techniques

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"Teens CAN be inspired to excel at work... and contribute to your business success!"

WAVES for Supervisory Success

How to Develop New Leaders for Today... and Keep them for Tomorrow

You have promoted one of your teenage staff to a "supervisor"... now what? This program will show you how to take a young supervisor and make them want to learn, take responsibility and have an immediate positive impact.

- 10 principles that will inspire a new supervisor to want to succeed
- Learn how to develop young leaders and create an environment for growth & retention
- Insure that company goals, priorities and standards are exceeded
- How to make the transition to supervisor and deal with peer pressure

Growing Your Sales... Not Your Prices

How to Increase Your Foodservice Volume... and Bottom Line

Designed specifically for theme parks, amusement parks, water parks, zoos, fairs, stadiums/arenas and family entertainment centers. As you seek to grow your productivity and profits, this program will challenge you to take a fresh look at your business in the following areas;

- What You Sell... *Your Menu*
- How You Sell... *Value & Incentives*
- Where You Sell... *Location Improvements*
- When You Sell... *Managing your day parts*
- Who You Sell To... *Your Customer & Competing with Marketplace*

The 5 Principles of Teenage Workforce Success

Way of Life

Attitude

Video, Visual & Verbal Communication

Education... Not Just Training

StylE Matters

Fee Information:

Please call for fee information

Contact Information

Training Demand

**For additional information,
fee schedule and availability:**

Ken Whiting
WAVES For Success
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(831) 332-2043 (cell)
ken@whittingsfoods.com
www.wavesforsuccess.com (coming soon)

Training Demand

Bob Williams

Bob Williams is currently the marketing director of Calaway Park, Western Canada's largest outdoor Family Amusement Park. Mr. Williams has been in his role with Calaway Park for the last 14 years and has been in the tourism and hospitality industry for 23 years.



Bob has been an instructor/ facilitator at a post secondary college "Southern Alberta Institute of Technology" since 1987. He has both written curriculum and delivered courses in the Business department in the areas of Marketing, Selling, Customer Service, Public Relations and Team Building. Bob has worked with and delivered programs for National and International companies in the likes of Coca Cola. Bob has been an active facilitator and curriculum writer with the IAAPA School in the role of Marketing and Guest service.

Being an entrepreneur in the 1980's Bob is a strong advocate of hands on practical training which can be applied to your business today. Bob is active in tourism in the province of Alberta sitting on two task groups and is the chairman of the Calgary Attractions Committee. Bob is married with two children and has a passion for Golf, Squash and Skiing.

Professional Presentations:

- Guest Services
- Marketing and Public Relations
- Media Relations

Fee Information:

Please call for fee information

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Marketing Director
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Email: Bob.williams@Calawaypark.com,

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Wayne Meadows

Wayne Meadows is a recognized subject matter expert in the fields of Preventive Maintenance, New Project Development, Spare Part Development and Inventory Control, Maintenance Management and Disaster Planning.

Wayne has spoken at IAAPA 2001 in Orlando, where he was a panel participant in a program named "Operating the Design: the Keys to Success" on November 13, 2001.

Wayne has also spoken on Preventive Maintenance and Maintenance Management at the following conferences:

- Association of Facilities Engineering, National Conferences, Nashville, TN and Boston, MA.
- Boys and Girls Clubs National Facilities Conference, Walt Disney World, Lake Buena Vista, FL.
- United Technologies International Maintenance Summit, Hartford, CT
- U.S. Air Force World Wide Base Civil Engineering Conference, Eglin Air Force Base, Panama City, FL
- General Motors Corp, Buick Division, Plant Engineering Conference, Warren, MI



FEE RANGE

Our fee range is : \$1,200 US per day, plus all direct travel expense round trip to a facility from the Orlando, Florida, USA area.

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