

What new strategy 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 Ruby's presentation? _____

Circle your rating of the presentation	High						Low
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

- Leadership Strategies: Tips for helping everyone in your organization become better leaders
- Promoting Fan Loyalty & Retention
- Dealing with Upset Customers
- Promoting Positive Internal Customer Service
- Secrets to Keeping Our Customer Happy! (Ruby's new DVD Training System)
- **Supervisory Skills for Success: Teaching front line managers how to lead
- **Facing the Challenge of Challenging Employees
- **Encouraging Staff Development: The Performance Appraisal Process
- **How to Develop an Effective Employee Training Program
- suggest a topic for Ruby** _____

**These are available MP3 Downloads on Ruby's website at www.RubySpeaks.com

PLEASE PRINT (This section is optional)

Your Name _____ Title _____

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TRAINING

Check this Box if you would like to set up a FREE 30 minute consultation with Ruby to review your current training program.

Online Training

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FREE Newsletter

Check this Box to if you would like to receive Ruby's FREE Electronic newsletter, "Great Customer Service for Leisure Professionals." If you check this box, please include your e-mail address above.

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

Name _____ Title _____

Agency or Association _____ Phone _____