



DEER VALLEY®

Mark Eaton
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Dear Mark,

We would like to take this opportunity to thank you for your incredible presentation to our management team this fall. The Four Commitments of a Winning Team were made very clear and emphasized through your experiences and stories and are actively being implemented by our managers and supervisors this season.

Since the presentation, I have spoken to several managers about what they have gained by implementing the Four Commitments into their team training and here is what they are saying:

"I really like the emphasis on making people look good. I found my team really grabbed hold of this and I feel that they understand that if they know their job and do their job well, we all look good!"

"The thing that I remember most about the presentation is the concept of having each other's back or protecting each other. I know that if I have a slip up, someone on my team will catch me and I know that I can do the same for them. It takes the "one up" concept out of the work place and brings my team to a level playing field of trust."

Mark, your concepts and the way you presented them will be remembered by our team for a long time. We look forward to doing a follow up presentation with you to keep the momentum going!

Sincerely,

Kim Mayhew
Director of Human Resources
Deer Valley Resort