

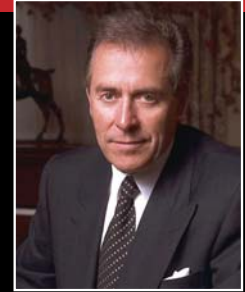
A DAY WITH THE MASTERS



LEONARDO INGHILLERI



CINDY NOVOTNY



HORST SCHULZE

A UNIQUE INTERNATIONAL BUSINESS CONFERENCE

"How to Improve Leadership, Customer Service and Sales Performance in your Organization"

**PLEASE CONTACT US FOR
MORE INFORMATION!**



The Learning Institute

www.learninginstituteonline.com

(949) 589-6137



A DAY WITH... THE MASTERS

A DAY WITH THE MASTERS is a "how to, hands on" day of working sessions designed for Senior Leaders and Executive Teams that want to learn how to improve performance and customer service satisfaction in their organization. You will work directly with Horst Schulze, founding President and COO of The Ritz-Carlton Hotel Company, recognized as "The Man Behind the Mystique" and members of the team that were directly responsible for the company winning an unprecedented two Malcolm Baldrige National Quality Awards for service delivery and rated one of the Top 25 Sales Organizations by Sales & Marketing Magazine.

LEARNING TOPICS OF THE DAY:

- ✦ **BECOMING A LEADERSHIP VISIONARY -**
Developing Leaders with Vision that Perform
- ✦ **CUSTOMER SERVICE EXCELLENCE -**
Creating a Foundation of World Class Service Delivery for Your Organization
- ✦ **SALES ORGANIZATION -**
Building and Driving a Results Producing Sales Team

The experiential design and structure of the conference will allow everyone to relate the messages and insights to their individual organizations. This conference will present valuable opportunities to discuss your specific issues with the Masters. Learn how to master the vital relationship between leadership, service and sales integration to build customer loyalty. A Day with the Masters will provide a motivational, inspirational message that will encourage each attendee to actually return to their organization and implement strategies and actions developed during the session.

MEET THE LEARNING INSTITUTE MASTERS:



HORST SCHULZE
(CEO, WEST PACES HOTEL GROUP)

As one of the most celebrated figures in the hospitality world, Horst Schulze is a remarkable leader with a gift for creating a culture of service. Setting the standard for both elegance and market brand identification, Horst revolutionized the hotel industry with the visionary rebirth of The Ritz-Carlton Hotel Company. Under his leadership, The Ritz-Carlton won an unprecedented two Malcolm Baldrige National Quality Awards. Horst was named "Corporate Hotelier of the World" by HOTELS magazine and was awarded the Ishikawa Medal for his contributions to the quality movement. He is currently in the process of writing a new chapter in the history of hospitality with West Paces Hotel Group's new ultra luxury hotel brands.



LEONARDO INGHILLERI
(MANAGING PARTNER, WEST PACES CONSULTING)

Service and Leadership innovator and integrator, Leonardo Inghilleri developed the core business model that aligns world class service delivery with fiscal responsibility. As former Executive Vice President of Bulgari Hotels & Resorts and Senior Vice President of Human Resources for The Ritz-Carlton Hotel Company, Leonardo played a significant role in the service process development and integration leading to the success and accomplishments of both companies. Previously, Leonardo was responsible for service delivery with The Walt Disney Company as a leading member of the opening team for the Euro Disney Resort in Paris.



CINDY NOVOTNY
(MANAGING PARTNER, MASTER CONNECTION ASSOCIATES)

Cindy Novotny is recognized by Training & Development Magazine as one of the 9 most powerful speakers and a "Radical Mentor" to thousands of followers around the world. Her no nonsense approach to individual performance excellence provides a motivational message with specific take aways for people to change their behavior for the better. An unparalleled enthusiasm, demand for excellence and candid delivery make Cindy one of the most sought after speakers anywhere. In addition to training The Ritz-Carlton Hotel Company and The Walt Disney Company, she assisted the Alston & Bird Law Firm in reaching No. 2 on Fortune Magazine's "The Best Companies To Work For In America" list.

FOR MORE INFORMATION, CONTACT US AT: **(949) 589-6137** OR
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