



TURNING STONE
ENTERPRISES

TO: All Team Members
FROM: Sharon Benson, Vice President for Development and Engagement
CC: Kawel LauBach, Senior Vice President for People and Culture
DATE: April 5, 2024
SUBJECT: *Service for Success* Workshops

At Turning Stone Enterprises, excellent, friendly service is at the heart of everything we do. We recently announced the launch of our new Service Standards, and we are excited to share more information about the highly interactive, 3-hour, paid training workshop called *Service for Success*. Every team member will be required to, and will want to, attend this exciting learning experience designed to assist in applying friendly, respectful, passionate, skillful and integrity. *Service for Success* will support each of us in delivering exceptional service to our guests and one another while sharpening our culture and laying the foundation for continued success.

We will offer 98 workshops to allow full participation, and importantly, to provide all of us with the flexibility and convenience to attend. All team members should partner with their respective leaders while registering to ensure department schedules can accommodate.

Team members can review dates, times, and [register for *Service for Success* training](#) starting today. Workshops will begin on April 29th and will run through June 15th. *Service for Success* will be offered at multiple locations for ease in attending. The People and Culture team is available to support and assist with registration and answer any questions.

Additionally, we've partnered with an industry-leading training group called Lead Star to provide you with a real-world, fun, and engaging experience — this will be an excellent opportunity to focus on personal development and for all of us to meet and interact with team members across the enterprise. You should expect a highly interactive session where each person's expertise, experience, and perspectives will contribute to its success. This workshop will further define our vision of excellence and help us refocus on the importance of exceptional service.

Thank you for your dedication and enthusiasm as we embark on this journey together toward even greater success. If you have any questions, the People and Culture team is here to support you with anything you may need.