

March 7, 2013

Gregg Gregory  
Teams Rock!  
4505 Clearbrook Lane  
Kensington, MD 20895

Dear Gregg;

On behalf of our entire management team, I wanted to take the time to thank you for the outstanding series of training events you provided our leadership team here at Chesapeake Beach Resorts. By taking the time in our off-season to attend your four sessions over six months, your Management on Demand series prepared our leadership team for tremendous success for in our upcoming season.

By listening to our specific needs, you created a program that was targeted, impactful, and relevant each step of the way. The Everything DiSC® profiles, utilized in our first session, set the stage to help each of our managers recognize their style and how to identify the styles of those they lead; adapting along the way, thus making them a more creative, dynamic, and successful leader. These profiles truly became a personalized playbook for each of us.

In the two middle sessions, your continuing efforts helped our managers understand the importance of core values and how to implement them. They also learned how to develop and engage employees quickly. This will result in increased employee retention as well as happy resort guests returning frequently.

The final session, with the Team Dimensions® profile, really pulled everything together. We discovered where each person fits on their teams, how to recognize what is missing, and how to fill the voids when necessary to create a balanced and successful team.

Thank you again for all you have done for my resort. We look forward to working with you regularly, with both our full time and seasonal employees, to help us WOW our customers with your Team Based Service program. You really do make ... **Teams Rock!**

Sincerely,



Wesley Donovan  
President  
Chesapeake Beach Resorts