

e-mail received 1/28/08:

Fred:

Just a quick note to say thank you for doing such a great job facilitating the Branch Manager Workshop! I had an opportunity to review the survey feedback and it is obvious that you are well-liked! Keep up the good work and feel free to contact me if you ever need anything.

- Fred was a great facilitator, it made the class fun and he was easy to understand.
- Fred was a great facilitator and kept the workshop interesting and fun. I have been to some workshops in the past that have been boring this was not the case. Fred did a great job!!
- Fred was great! He had a great personality and made the training fun.
- Fred was wonderful. He kept the class fully engaged throughout the entire workshop. I learned more at this workshop than I ever had before in any other training program.
- Fred put on an excellent program. All ERAC employees should work with him in the future. Great job.
- Mr. Firestone was as good a facilitator as I've ever had with ERAC.
- Mr. Firestone was able to get every participant engaged in class discussion, which made it possible to pull new ideas from others.
- The facilitator "Rodney" was the best facilitator I have seen in any training. The level of participation in class was excellent and it was very useful to see what obstacles other managers have encountered, none of this would have been possible had we not had such enthusiastic participation as a result of the energy of the facilitator.
- Fred (Rodney) was highly motivated and it was an added benefit that kept that pace of the training. For not being an ERAC employee he had a great understanding not only of the daily activities of ERAC but seemed to have an insight of challenges faced by Managers and peers.
- Mr. Firestone did a great job keeping the whole class involved in the workshop. I think everyone in the class would agree that he maintained our attention for the duration of both days. It was awesome to get training at our company headquarters and experienced such a thorough lesson from a high quality facilitator.

Marla K. Rhutasel  
Admin and Standards Manager  
Corporate Training Department  
Enterprise Rent-A-Car



**e-mail received 10/15/08:**

Fred:

Thank you for everything you do to make the BRM workshops so successful! I was reading through the results for August and September and just had to point out some of the great feedback you received:

- It was amazing to meet somebody who had no "experience" in a rental branch but was still able to relate to what we do on a daily basis. He made what could have been a routine training something I will never forget.
- Fred was a great speaker. He really kept us all engaged. It is amazing that he has never even worked for Enterprise.
- Mr. Firestone's presentation of the material was excellent, and his approach to challenging us was unconventional.
- Mr. Firestone was a very good instructor; he kept each of us involved and maintained a very strong enthusiasm throughout. He made it very easy to follow along and to stay focused, which can sometimes be difficult in long training sessions. The sessions were very entertaining, informative, fun, and interactive; I enjoyed my time very much!
- Our facilitator was superb. He kept everyone engaged and was helpful to try and get the most out of everyone while creating a fun atmosphere.
- Michillen was a great instructor and a role model for everyone to follow. He allowed us to grasp concepts through visualization and active participation
- I am very impressed that the knowledge that Fred had. I felt like I was being trained by a SVP or above. Fred used different styles of teaching that got everyone involved. He never made anyone feel uncomfortable or afraid of participating. He reinforced that there was no wrong answer encouraged discussion. He used the tools that we were learning in all of our discussions.
- Fred created a fantastic environment to encourage participation, the best I have been a part of.
- Fred Firestone is a great facilitator; from the moment we began discussing the material he was able to have the whole class engaged and excited about the material.
- Most energetic, engaging trainer I've had, in ERAC, or anywhere.

Keep up the great work, Fred!

Marla K. Rhutasel  
Admin and Standards Manager  
Corporate Training Department  
Enterprise Rent-A-Car



**e-mail received 4/13/09:**

Re: Branch Manager Survey Results (March 27-28, 2009)

Fred:

You continue to amaze and impress our managers, Fred! I especially like the fact that one manager stated he or she was "lucky" to have you as the facilitator! Every comment made was simply superb and completely reinforced the many reasons why you are on this team:

- The facilitator was excellent.
- Very high energy, engaging, entertaining!
- Caddy shack was great. He really held my attention the whole time. He knew Enterprise inside and out.
- I believe that Fred Firestone was an excellent facilitator and that I was more involved and excited about the content than I have ever been in any other training I have been through!
- Fred was an amazing facilitator. He kept us engaged which led to great participation from everyone in the classroom. I think every single person in his class gained a better understanding on the different areas discussed. This was the best training by far and it was directly due to the great facilitator, Fred!
- Fred "Caddyshack" Firestone was amazing. He had an extremely high level of energy from the start to the end. He was engaging and made it painless to have the entire room participating. By far the best facilitator of a training session I've ever experienced. Mr. Firestone did a phenomenal job and I can't say enough about him. Please thank him again for me.
- The facilitation by Mr. Firestone was very interactive as well as inviting. His energy made it very difficult to lose focus.
- The instructor was great. He engaged the class in the subject matter and kept us involved greatly. Though he was not an ERAC employee, he had a lot of knowledge that allowed us to learn and retain the lessons. This was the best instructor I have ever had.
- Fred Firestone was awesome!
- **We were so lucky to have Fred as our facilitator.** He was so engaging...and captured our attention fully through the entire process.
- The energy and presentation of this material was delivered by Fred better than any other training class I've ever been a part of.
- Fred did a great job of keeping the energy moving in the room. There was not a dull moment in the two days.
- Fred "Caddyshack" was absolutely amazing! He kept the entire workshop very informative, but most importantly ENGAGING! His ability to entertain and make the information enjoyable to learn is absolutely a gift. We gave him a standing ovation :)

Keep on doing what you're doing, Fred, as it truly is working and you are making a deep and lasting impression on the minds of our managers!

Marla K. Rhutasel  
Admin and Standards Manager  
Corporate Training Department  
Enterprise Rent-A-Car



e-mail received 6/22/09:

Re: Branch Manager Survey Results (June 5-6, 2009)

Fred:

I was just looking through your impressive evaluations from June 5-6 and wanted you to know how much we appreciate all that you do. You truly are a valued member of our team!

Some highlights from this eval, with the ones I loved the most in red and bold:

- The facilitator understood that the class was outside our or normal work hours. **He gauges the energy of the class very well and does well to re-energize the class.**
- **I felt really lucky to have Fred as my facilitator.** He really covered the ideas that were new to me in depth and follow that up with role plays to really focus the skills we were trying to develop.
- **Fred was the best part of the experience.** he made the learning process exciting.
- Fred Firestone facilitated the class in an exciting and informative manner. There was a lot of value to the class as a whole and I appreciate the effort and money spent by Enterprise to provide me with this training.
- The facilitator was great. He encouraged all people to participate which the made the class more enjoyable and beneficial.
- I thought Fred Firestone was engaging, getting everyone involved with the discussions. He also made the class fun and enjoyable. 16 hours in two days is a long time for a training class but **he definitely made the class interactive which made the time fly by.**
- I really enjoyed the workshop. **Our facilitator was amazing** he really made it fun while still providing us with the information.
- **Fred may have been the best instructor I have ever been trained by.** He kept the content relevant and interesting, and I believe I took more away from this training than any others I have had so far.
- Fred is full of energy and his class was full of energy and very rewarding.

Wow! You truly do rock! Thank you for always giving 100% to your participants and our organization!

Marla K. Rhutasel  
Admin and Standards Manager  
Corporate Training Department  
Enterprise Rent-A-Car

