



e-mail received 11/28/12:

Re: BMW Survey Results (Nov 2-3, 2012)

Hi, Fred! Thank you again for covering for Dennis on short notice for the November 2-3 session. We truly appreciate your willingness to help out whenever it's needed. As we've come to expect, the participants couldn't say enough nice things about you:

- Fred Firestone is very lively and the workshops are well thought out and arranged in a great manner. Engagement and participation is also amazing.
- Fred was an **amazing** teacher and I really did learn a lot from him.
- He really kept the class engaged and made it really fun the entire time. **I looked forward to the next day of training. I felt that I retained more because of his energy and "out of the box" thinking.**
- Fred was very delightful. He kept the class engaged and made sure we had fun with the material and exercises.
- Fred was Awesome, kept the room involved and excited, high energy, **best facilitator I've ever had anywhere in my career.**
- Fred was a gem. It is nearly impossible to keep a large group of people focused and on task for 16 hours over two days but he managed it with aplomb. **His infectious energy and dedication to the topic ensured that everyone stayed engaged and involved.**
- Fred was fantastic!! he went over material that we needed improvement on and kept the group energetic and ready to learn.
- Fred was a wonderful trainer. He made the training very interesting and upbeat to include every branch managers in the section.
- Tough job keeping several employees at attention when we're used to going 100MPH every day, but Fred did a great job at making it fun and interactive.
- **Best training I've ever had**
- FRED was AMAZING. He was interesting, made it fun, and kept us all engaged. **I feel like my classroom learning success was 100% from his way of teaching.**
- Fred was an excellent facilitator. He keeps us engaged and excited to the point where we were eager to participate in role plays. He made sure we understood each section before moving on to the next. Very informative and constantly entertaining.
- **Fred was absolutely amazing.** He was energetic, interesting and keep the classroom motivation very high which made the learning process easier

As Carole mentioned below, you once again achieved a 100% completely satisfied rating. Your SQi scores are simply outstanding! We look forward to having you back with us again this weekend. Thanks for everything you do to make your sessions effective and engaging.

Marla K. Rhutasel
Corporate Training

e-mail received 11/5/12:

Re: MDW Survey Results (Oct 15-17, 2012)

Fred:

Good morning! I hope you never get tired of hearing how wonderful you are as a facilitator because that is definitely the consensus from your classes:

- Fred quickly helped the group feel comfortable participating and working with others. He kept the group active and upbeat and on-schedule.
- **Best presenter I've had** since joining the company.
- **Best presenter I've had** since joining the company in 2006.
- **Fred was the best facilitator I have ever experienced** at a conference or training session. He made the learning process enjoyable and weaved all the modules together into the fabric of employee engagement. **(Three in a row ... that's impressive!)**
- **Very talented facilitator**. I never looked at my watch to see what time it was.
- Fred did a fantastic job in presenting the information and keeping everybody engaged.
- Mr. Firestone did a good job of engaging the classroom. There was a lot of material to go through, and he did a good job of relaying the information without simply reading PowerPoint slides. He **challenged our group to interact with each other** and get insights from the other members of the class. We were constantly getting up to meet with other people who weren't sitting in our normal groups. Mr. Firestone also did a good job of soliciting feedback from the group. He rewarded us with poker chips when we actively participated. The group with the most chips in the end won a prize. I'm sure that the prize was small, but this technique brought out our competitive nature and encouraged participation.
- He was an **awesome instructor!!!**
- I thought he was great! He did a wonderful job of keeping everyone engaged and kept it moving along.
- Fred did a **fantastic job of keeping everyone engaged and wanting to participate** so not only did we learn a great deal but we also had fun while doing it.
- Mr. Firestone was **one of the most dynamic speakers/facilitators that I have ever had the pleasure of meeting**. He knew the material and was able to have fun with it.
- I very much enjoyed the enthusiasm and knowledge the facilitator brought to the classroom. I am not fond of role playing but found that it was helpful to work on issues of my weakness.
- Fred **kept us engaged the entire time**, which in turn made the 20 hours worth of seminars seem to fly by. I especially enjoyed the more "playful" approach that our facilitator took. He made the experience quiet enjoyable.
- Fred did an excellent job in engaging the class and showing how all parts of the training coincide with each other. He **made it a fun and pleasant environment to learn in** and maintained the interest of everyone throughout the whole training session.

- Fred was awesome. He **made the workshop fun and kept us all engaged** throughout the entire 2 and half days.

You were also mentioned multiple times as a primary strength of the training:

- The trainer engaged everyone that was in the class.
- The instructor's knowledge of the topics and how he engaged the groups interaction with one another.
- the facilitator - because he made the training fun and memorable
- The facilitator was able to grind the information in while still keeping the attention of the class. I feel this will make it more successful.

Thank you for once again for delivering on your promise to make this an engaging and informative learning experience for our managers.

Marla K. Rhutasel

Corporate Training

e-mail received 10/31/12:

Re: BMW Survey Results (Sept 28-29, 2012)

Fred:

Happy Halloween! It appears that you weaved your wizardly magic early this year, and once again, captured the hearts and minds of the participants in your class:

- Our facilitator was outstanding. He did a great job and keeping us involved and attentive throughout the training.
- Very cool personality/great ability to keep you engaged/interacted
- Fred was amazing. He treated us like adults, but nurtured us like hungry babes. He kept us laughing and awake. I'm convinced that no one could keep us as involved and ready for engaging interactions for 16 straight hours.
- I honestly thought that Fred was one of, if not the best facilitator I have had (within and outside of Enterprise). He kept everything entertaining, and engaged each person in the room.
- I think Mr. Fred was an outstanding facilitator. The energy level was unbelievable and he made the information very fun to learn.
- Fred was awesome! Kept everyone on their toes and engaged the entire time.
- Fred was an excellent facilitator. He kept the room engaged while still covering all of the material thoroughly. he made everything fun and exciting. He gave everyone in the room proper attention and kept the focus on employee engagement.
- Very energetic, kept class engaged the entire time. Other classes said they had walked away with little learned however not the case with this instructor!
- Mr. Firestone had me completely engaged throughout all aspects of training. He was a very strong and energetic facilitator.
- very energetic. Fred provided us with the tools to teach each other during the class and the days flew by. he had great advice for us and i was very impressed with his ability to keep us
- It was one of the most engaging atmospheres I have been in for a long time.

Thank you for always striving to provide the very best experience for our managers. We are truly blessed to have you on our team!

Marla K. Rhutasel
Corporate Training
314-512-2669

e-mail received 7/3/12:

Re: BMW Survey Results (June 8-9, 2012)

Fred:

Hello! I hope this message finds you well and ready for the 4th of July! I had the pleasure of observing you in action on June 8 and agree with the glowing participant comments:

- Fred was **excellent** - he kept us engaged the whole session.
- Fred did an **excellent** job engaging each one of us and making sure the energy levels were high all weekend. He created a great **positive environment**
- 10/10. **completely satisfied**
- He was great. It was a very fast paced learning environment with many different examples. He kept it very **energetic** as well as very informational.
- Fred was great, kept us on our toes and alert 24/7, got us up and **interacting all the time**, made it enjoyable
- Fred was **awesome**. I really loved how he made the classroom **fun and engaging** which translated into an enjoyable learning and sharing environment.
- Our facilitator was **very enthusiastic** and made our workshop so engaging it didn't feel like a chore at all.
- Fred was great. The energy level kept everyone engaged, and was very quick to keep everything in control from a facilitator stand point. For someone who is an outsider, he has done a great job learning the basics of our company. Fred also did a great job making sure that we covered all of the material that had been laid out for us
- Mr. Firestone was **very energetic** and was **very informative**.
- **I couldn't of had a better facilitator**, He was understanding, kind, motivating, funny and knowledgeable
- **Fred was a great teacher**. He kept our attention thru the long days, and kept us engaged to really learn and get our information right to take back to the branch.
- Our facilitator was **amazing**. He kept it interesting and it was never boring.
- **Amazing** motivator, set clear objectives, and had buy in from all participants
- Fred was an **exceptional** trainer. His classes were fun but he covered a ton of material as well. I really took a lot from his sessions.
- Mr. Firestone was **excellent** at keeping us active and engaged.
- Fred was an **excellent** facilitator. He kept the class room totally engaged

You honestly cannot get better praise than that and it should have you smiling from ear to ear ... you earned it! :)

Marla K. Rhutasel

Corporate Training

314-512-2669

e-mail received 6/6/12:

Re: BMW Survey Results (May 18-19, 2012)

Fred:

What can I say that hasn't been said before? You are so good at what you do, the participants were 100% completely satisfied, and their comments clearly reflect that they appreciate and respect your unique style:

- **This was one of the best training courses that I have been apart.** Mr. Firestone was high energy, and really keep the team engaged throughout the training course
- Fred was great! Kept our group very engaged and we learned a lot of important information in a short period of time.
- I would not change a thing with Fred's training. He was extremely engaging and was able to make you feel comfortable with you peers right away.
- He was very energetic and engaging. It made the class interesting and kept our focus. I commend him for this. I got more out of the class than I thought I was going to.
- Fred was great and kept me engaged the entire time
- Fred was great. **One of the best learning experiences I have had with Enterprise.** It was engaging and entertaining.
- Fred was very engaging, he knew how to keep our attention and made sure we all had fun and participated.
- Fred did a fantastic job! The workshop was very interactive and his delivery of the material made the sessions enjoyable. He was humorous and did a great job getting everyone involved.
- **This was by far the most energetic and engaging facilitator of any workshop I have ever been to.** I could not be more complimentary of this workshop and the way that Mr. Firestone kept the classroom engaged, energized and made the entire experience one that I will never forget.
- Fred was an amazing facilitator and without him I don't think I would be going back to my branch as eager as I am to make my branch and employees better!!!

Thank you for everything you do to make this happen again ... and again ... and again ... (repeat to infinity). :)

Marla K. Rhutasel
Corporate Training
314-512-2669

e-mail received 5/2/12:

Re: BMW Survey Results (April 13-14, 2012)

Fred:

You captured the participants' hearts and minds once again as evidenced by their positive feedback:

- Fred was very interactive, high energy, engaging, and provided some real life situation.
- Fred was great! He definitely kept the class engaged! I loved the magic tricks!
- This guy Fred was "Fantastic"
- I loved my facilitator. He had a lot of energy and kept everyone engaged during the long day.
- Fred Firestone was a great facilitator, **probably one of the best motivational instructors I have ever had.**
- I thought Fred did a great job teaching us the information in a fun way. I took a lot away from the training.
- **The best training that I have received since hiring with ERAC, Fred was an outstanding facilitator that I would recommend to any and all employees.**
- Fred was phenomenal. Kept the learning engaging, motivating, and realistic.
- Great energy and really kept the class interesting. I would love to have another training session with him again.
- **I don't think that i have ever had a trainer or speaker more engaging then Fred.** He made this a great experience and really touched a lot of us, I would confidently say that we all left there with some great tools, while having fun learning
- Fred was an incredible facilitator. He engaged the class, pushed us to come up with creative solutions, and was entertaining to say the least.

You truly have to love receiving such glowing praise and reinforcement for a job well done! Thank you, Fred, for fully committing to the success of these workshops. We appreciate the fact that you treat every session like it's a one-time, make-it-or-break-it event.

Marla K. Rhutasel
Corporate Training
314-512-2669

e-mail received 3/13/12:

Re: BMW Survey Results (Feb 24-25, 2012)

Fred:

Thank you for delivering yet another fantastic session on February 24-25. The participants clearly enjoyed the session:

- Fred was absolutely amazing. He engaged the class consistently throughout both days. At any point where we may have started to lose focus he was right there to switch things up and challenge us in a new way to regain everyone's attention. He made it fun, interesting, and educational.
- Fred has amazing energy and kept the workshop continuously laughing.
- The best around (**short, sweet, and to-the-point ... sums it up nicely**)
- Fred is one of the best trainers I have ever had with any company. I would recommend this workshop to anyone in the company.
- Fred Firestone was an outstanding facilitator. He kept the entire group engaged and involved throughout his entire presentation. I learned valuable new information and skills, and it was truly an enjoyable experience.
- Mr. Firestone was very upbeat and kept an up tempo learning environment
- Fred was a great facilitator! He kept the entire class engaged and he was very entertaining
- Fred was very lively and engaging, I was very impressed.
- Fred was awesome! He made the material very fun and engaged the class better than any instructor I've ever had.
- Fred was great. He kept us all engaged throughout the training, made it fun, and I honestly took things back to the branch that will help me as a manager.
- Fred kept everyone engaged. He also kept us on topic while making it a lot of fun.
- Fred was excellent, he made sure the workshop was very interactive and a great learning experience for all.
- Fred was excellent. He kept the entire class engaged, he had knowledge of the material, and he precisely conveyed the material, in a manner that was understandable and convincing.
- Fred was EXTREMELY engaging and had the class involved in all aspects of the training. We were able to relate real situations that we come across on a normal basis to develop solutions/conversations to maximize the opportunity to improve within our offices. Fred was great and extremely influential.

Thanks again, and I look forward to seeing you in April!

Marla K. Rhutasef
Corporate Training
314-512-2669

e-mail received 2/8/12:

Re: BMW Survey Results (Jan 20-21, 2012)

Fred:

Good morning! It's apparent that you made quite an impact on the participants once again:

- Fred was great. He kept the class very entertaining and kept everyone in the class engaged.
- He was engaging and kept the class very interesting
- Fred was excellent! Couldn't have asked for a better facilitator
- hilarious, lots of interaction, kept the energy in the room high
- Fred was great. He brought out the best in our group and kept 16 hours extremely entertaining.
- Fred, was extremely engaging in his presentation, which was a major theme of the classes. He taught by example, not just telling but by showing. I really felt as though he had a vested interest in our grasping the subjects taught.
- Fred's training was one of the best trainings I have ever attended. his ability to engage the class, get us to interact and have fun while learning. I was very impressed with him.
- Fred was amazing. He created a great learning environment that was both fun and useful in my capacity as a branch manager.
- Mr. Firestone was a great facilitator. He was very good at keeping the classroom engaged with him, very helpful with making us find the solution

As you know, I appreciate the unique way that you engage the workshop participants and it's obvious that they like it too.

Marla K. Rhutasel
Corporate Training
314-512-2669

e-mail received 12/20/11:

Re: BMW Survey Results (Dec 2-3, 2011)

Fred:

I hope this message finds you well and ready for the holidays. It's truly hard to believe that Christmas is this Sunday. You had a great session in December and received some really nice feedback from the participants:

- Fred was extremely interactive and engaging. He made what could have been a really long day informative and productive.
- Great energy. Great teacher. Got a lot of great things out of the workshop.
- He did a great job keeping it fun and informative
- Fred was great. Kept me engaged the entire time.
- Fred is a great workshop facilitator. He kept the whole class engaged the whole time and we had a lot of fun at the same time.
- Fred was great - made the workshop fun and informative.
- Mr. Firestone was very engaging. Great workshop!
- Fred was great!!! He made it a lot of fun & easy to retain the material. Helped us to think outside the box & look at things from a different perspective. I would definitely recommend anyone going for their workshops to get into to Fred's group!!
- Great facilitator kept us entertained from start to finish
- Fred was a fantastic facilitator. He kept all employees engaged in conversation and participation.
- Fred did an amazing job keeping the class engaged and moving forward. We had some great conversations and we were able to pull a lot away from our meeting. Fred made it happen!
- My workshop facilitator was amazing. He had a fun and friendly environment for us. He was knowledgeable on ERAC lingo and situations. He kept the interest of our group and had the whole entire group participate. He made what we were learning fun! I think this is the best training program I have been to with enterprise and I am already using ideas that I learned in training. I enjoyed getting to know people from other areas as well.
- Fred was absolutely incredible! He kept the class engaged the entire time and had nothing but incredible insight into the material. We are a lucky company to have found him for work on these managers' meetings!
- Mr. Firestone was very energetic and made the class very interesting and active.
- Great facilitator, Keep everyone in the training engaged and on our toes. He knew his material and very impactful.
- I felt that my workshop facilitator was great. Fred's fast paced fun approach kept everyone in our group focused and engaged, and I feel very confident that the lessons learned in the training sessions will be of great use not only within the branch but in many other ways as well.
- Fred was exceptional making the workshop fun and keeping with the material.

Thank you for an incredible year in 2011! We wish you the very best of the holiday season and hope you have continued success and prosperity in 2012. :)

Marla K. Rhutasel

Corporate Training

e-mail received 12/7/11:

Re: BMW Survey Results (Nov 18-19, 2011)

Fred:

Hello! You had yet another outstanding workshop as evidenced by the glowing participant comments:

- Fred Firestone was excellent.
- Fred was great. Keep class engaged. Much better than I anticipated. I learned a lot.
- Mr. Firestone was a pleasure to work with. He was extremely involved and kept everyone's attention during the class. Very informational and humorous.
- Fred was excellent!
- He was charismatic and kept my attention the whole time. phenomenal trainer.
- Fred was an excellent public speaker and was definitely motivating. He had an excellent attitude and it definitely rubbed off on his listeners.
- He was very energetic and kept the atmosphere lively and fun. However, some of the material was covered much too quickly while it seemed like we spent too much time on other topics
- Could not have imagined a better facilitator. Fred was engaging both days and had excellent energy that encourage participation and a fun atmosphere.
- Fred did a great job. He was very engaging and made the material very easy to learn.
- Fred was amazing!! He kept us all engaged. It made the workshop that much more fun...
- He was great! Very engaging and enthusiastic. Thought he did very well.
- Mr. Firestone is an energetic and entertaining facilitator. He kept me engaged 100% of the time. By far one of the best I've ever had.
- Our facilitator really engaged the classroom with a lot of interaction and group exercises which in turn had everyone speaking so I feel like it was a great experience.
- Fred was entertaining. He engaged the entire class and made classroom learning tolerable.

Thank you for always striving to deliver the absolute best experience for our managers. We truly appreciate you and all that you do!

Marla K. Rhutasel
Corporate Training
314-512-2669

e-mail received 11/30/11:

Re: BMW Survey Results (Nov 4-5, 2011)

Fred:

It always brings me joy to read the participant evaluations and continually see positive feedback—this workshop was no exception:

- Fred was very energetic and professional.
- He was awesome. He really kept us involved in the topics.
- **He was the best facilitator I have had at any level.**
- Fred was great and very entertaining
- Fred was awesome, very motivating. **He was sincere and offered to work with each of us one-on-one with any additional issues that we hadn't addressed in class.** Sometimes it's hard to follow if you are in a group that isn't completely following the most current tools.
- Fred was a phenomenal facilitator. He brought a lot of energy into the classroom and got everyone involved.
- **Fred made the class fun and lively but still made sure that we not only went through the material but that everyone understood what we were going over and why it was important.**
- Fred Firestone was absolutely awesome to work with and he had tremendous energy and a positive attitude that kept the whole group intrigued the entire two days of training.
- Fred was great! He was very motivating and kept us engaged in the topic at hand throughout both days. There was a good mixture of interactive material as well as lecture. **He was one of the best workshop facilitators I have been in class with.**
- Fred was awesome! Made it very smooth and entertaining.
- Fred was fantastic. He kept the whole class engaged in a very fun and interactive way. **Without question one of the best training sessions I have attended.**
- Fred was fantastic! **He had such enthusiasm and drive which made the training classes very engaging. I wish our group could have him and train our employees!**
- Fred was lively, funny, very excited, and very helpful in instigating thought provoking conversation.
- He was GREAT!! **He kept us fully engaged and excited not just about learning but with taking it back to our respective branches and applying the knowledge to gain favorable results.**

In addition to all of the glowing comments above, several people listed "the facilitator" as one of the strengths of the training program. That is truly phenomenal feedback and you should be very proud of the results you've achieved!

Marla K. Rhutasel
Corporate Training

e-mail received 10/6/11:

Re: MDW Survey Results (Sept 12-14, 2011)

Fred:

You hit another one out of the park with the September 12-14 non-sales workshop and the participant comments support this fact:

- My facilitator changed my entire business perspective. His unique style of delivering information was engaging and very enjoyable. It's a great accomplishment to blur the lines between learning and having fun.
- Fred was great!!!! I was expecting the workshop to be boring and more of a lecture type class and it was the opposite. I learned much more because he encouraged us to get involved and get new ideas from other managers/supervisors in our class.
- Fred did a great job of keeping the workshop lively and interesting. We learned a lot and had a good time.
- He kept the training interactive and I was engaged! This allowed me to learn the material and take things from the training to implement in my management style.
- I enjoyed Fred's Class...he kept it interesting and involved the entire class!
- Fred did a wonderful job. He is a great facilitator
- He made the class upbeat but make sure that they material was covered.
- Fred was amazing! He made the material extremely interesting and he was able to get everyone engaged and excited about the topics.
- Fred was great. He was lively and kept the classes attention the entire 2.5 days.
- Fred did a great job of engaging the group and getting everyone to participate.
- Fred was a great facilitator. He used jokes, games, etc. at the right times to make sure we stayed focused and engaged. He did a good job of making sure everyone participated.
- Very engaging, promoted great interaction and the flow of ideas, as well as presenting the information in an easy-to-follow and interesting way
- Fred was Awesome! He kept the whole class engaged while he facilitated. He let everyone participate and give their input.
- Mr. Firestone was engaging, dynamic, knowledgeable, and fun. He kept everyone on their feet and learning was easy!
- I thought Fred was very engaging and did a great job of getting everyone involved and feeling comfortable to share.
- Fred was amazing. He did a great job of keeping the fun and energy level high while still covering all of the material.

Marla K. Rhutasef

Corporate Training

314-512-2669

e-mail received 8/4/11:

Re: Branch Manager Survey Results (July 15-16, 2011)

Fred:

Thank you for delivering another memorable and effective workshop for our managers. Your facilitation style really resonates with our folks, as seen by their glowing comments:

- Fred was incredible. Not only did he get everyone to participate, we had a good time doing so. I thoroughly enjoyed learning from Fred and would gladly attend any workshop he was hosting.
- Fred was great. He was able to keep the class engaged with the topics and encouraged participation.
- Fred kept us on our toes the whole time!
- Mr. Firestone brought an engaging and entertaining way of delivering the content
- Fred was very high energy and fun to be around. Even though Fred has never been an MT he has a strong understanding of what we deal with on a day to day basis. He also does a very good Rodney Dangerfield Impression!
- Fred was one of the best trainers that I have ever had. He was great at keeping the class motivated and engaged. I would recommend this class to all!!!
- Our facilitator did a great job getting everyone involved.
- Facilitator did an excellent job engaging all of us in the 2 days of training. The class was involved at all times. Facilitator was great at keeping class energized.
- Fred has a passion for the subject and was very energetic in presenting the material. He engaged the class like few facilitators I have had before. He is a true asset to the Branch Manager Workshop program.
- Mr. Firestone was great at keeping us all engaged in the discussions and trainings.
- Fred was by far the best trainer I have ever had. Not only did he understand the ERAC way, he understood how top quality ERACers can be (a-type ADD). He engaged all of us very well, and made it a beyond enjoyable learning experience.
- Fred was great! He kept us engaged and excited and also added humor to help us the class.
- Mr. Firestone was very energetic and effective at engaging the participants at the workshop. I left the workshop motivated to go and work even harder within my branch and continue developing my employees
- Fred did an outstanding job of keeping everyone engaged.

From the section List Two Strengths of This Training:

- discussion time with peers from all over the country and fantastic facilitator
- The second strength of the training is the facilitator himself. It was very impressive how he was able to keep everyone engaged and understand all of the materials.
- The ability of my facilitator and the insight one gains from discussions w/ BRM's from around the country.
- Fred Firestone was great. It (the training) gave us a lot of helpful tools.
- Mr. Firestone was incredible at keeping all of us engaged in the material and making it fun.
- Instructor ability to keep us engaged Instructor keeping it fun and energetic.

We truly appreciate your commitment to Enterprise and our managers!

Marla K. Rhutasel
Corporate Training

e-mail received 5/17/11:

Re: Branch Manager Survey Results (April 29-30, 2011)

Fred:

Thank you for always striving to make a difference! The participants provided some great feedback, which should definitely make you smile:

- Fred was able to get a lot of energy and interaction out of the whole group for the duration of the training
- Fred was one of the best I have ever had! He was able to create more participation and discussion than I have ever seen in one training room, especially in a room full of people who did not know one another. He did a great job!
- Mr. Firestone was an excellent facilitator. He did an outstanding job keeping us engaged thus making the class fun and educational.
- Fred was outstanding.
- Fred was great! He kept me interested and totally bought in on all the information.
- Fred Firestone was a great teacher!!!
- Fred had a unique way of teaching us the material provided and was able to keep everyone's attention with his style. Everyone was engaged during the session, and a lot of that had to do with Fred's facilitating abilities.

We appreciate the way you continue to WOW our managers!

Marla K. Rhutasel
Corporate Training
314-512-2669



e-mail received 2/15/11:

Re: Branch Manager Survey Results (January 28-29, 2011)

Hi, Fred! I hope this message finds you well and enjoying the nice change in weather! ☺ I think I have told you this before, but just in case ... I absolutely love reading the participant comments after you conduct a workshop ... you are a rock star, as evidenced below:

- This was the best training I have been to. The facility was great and the facilitator was even better.
- Mr. Firestone kept an upbeat pace the whole time. He made everything fun and made sure everyone had a good time. He also reinforced all of the material to make sure everyone understood.
- Fred Firestone was amazing. His energy was high and very intense. His communication style was clear and very easy to understand. He made training fun and I would love to come train with Fred anytime.
- Fred was the best facilitator I have ever seen. Very talented at his craft.
- Fred Firestone was instrumental in keeping the class energized and engaged. We learned a lot, and had a lot of fun doing it!
- MR. Firestone did a great job of keeping things fun and interesting.
- Fred Firestone was an excellent facilitator and really kept the class engaged in the entire lesson. It couldn't have been better.
- He was very energetic and provided a challenge for us
- Mr. Firestone was very energetic and made learning fun
- Fred Firestone absolutely made the training class what is was. Everyone was engaged and had fun while learning valuable information.
- Facilitator was amazing
- Mr. Firestone was great. I've never been so engaged at a workshop.
- Mr. Firestone was awesome lots of energy and by far the best teacher I ever had
- Mr. Firestone was a great instructor. He kept the entire class very engaged by keeping it fun.
- I have attended a lot of workshops here at Enterprise. I have brought more back with me from this one than all of the others combined. Fred made the class so enjoyable that it did not feel like we were in a training class.

... best training ever ... best facilitator ever ... everyone was engaged ... made learning fun ... did not feel like training ...

Wow! Thank you, Fred, for putting your heart and soul into every session you facilitate! I look forward to seeing you again in March! Take care of yourself until then.

Marla K. Rhutasef

Corporate Training
314-512-2669



e-mail received 11/2/10:

Re: Branch Manager Survey Results (October 15-16, 2010)

Fred:

Good afternoon! As always, you set the performance bar high and continually raise it, as seen by the participant comments below:

- During long days and at times tough material to stay engaged the whole way Mr. Firestone (Dangerfield) made it fun, interested, and an easy environment to let your guard down to both sharing and receiving others feedback on every issue that we face in the branch on a day to day. If I didn't know I would of thought he was a career Enterprise guy.
- Mr. Firestone did an excellent job engaging all participants in the class discussion. He made it a fun and interesting environment.
- Fred was great and had more energy than anyone else in the class and maintained that energy throughout the 2 days!!!
- I thought the way it was presented was great mostly because of the facilitator. He had an up-beat attitude and kept me interested.
- Firestone was by far the best facilitator I have ever worked with.
- Mr. Firestone was fantastic. For someone who has never stepped foot in a rental branch he knows a lot about our business and key tools to help make us successful. I am grabbing all this information and running with it. Thanks Mr. Firestone.....You are awesome!!!!!!
- I was not expecting such an engaging, high energy training class as this was. Fred is a professional and is amazing at what he does. I left feeling like I was given a week's worth of knowledge. Very positive and impactful experience.
- Mr. Fred Firestone has been by far the best facilitator I have had throughout my workshops as a Branch Manager. I was engaged as well as entertained. He made the workshop extremely fun as well as informative
- Fred made this workshop much more than what I had expected. I feared endless lectures for two days but it flew by with such an interactive meeting.
- Our facilitator's ability to create an atmosphere that allowed all participants to be comfortable sharing ideas enhanced my experience in this discussion forum setting.
- Fred was a great instructor and kept things very interesting.
- Mr. Firestone is excellent.
- It was the best training I have ever been a part of in my life!! The participation and how everything was laid out by getting everyone attention needs to be commended.

I love reading the evaluations from your workshops as you can literally feel the positive energy and high level of engagement from each and every person who responds. I want to sincerely thank you for always giving 110% to our workshops. You are truly amazing at what you do and your efforts are greatly appreciated!

Marla K. Rhutasel
Corporate Training
314-512-2669



e-mail received 8/12/10:

Re: Branch Manager Survey Results (July 23-24, 2010)

Good morning, Fred! Just a quick note to say thank you for yet another successful workshop! The comments from your participants were incredible, as usual:

- Fred led the best training class that I've ever attended through my almost 4 years with the company.
- Fred is the perfect Facilitator for such a workshop. He was very energetic and kept everyone involved through the entire to days.
- Fred was great - he kept the energy up through two long, sometimes tedious days. There was a lot of dry info that he managed to make enjoyable to go through. He did a great job getting everyone in the room to participate actively and share their experiences with the group.
- I can't express how pleased I was with the facilitator and the workshop information that I received. Mr. Firestone was informative, engaging and relatable throughout the two day workshop. He maintained complete control over the class while remaining approachable and relatable. I feel lucky to have had Mr. Firestone as my facilitator.
- Fred was excellent in keeping the day exciting and fun. He was informative as well. In discussing my trip w/ other BRM that have already attended training, they all said that Fred was the best!
- Fred Firestone was engaging and energetic. It made the training truly enjoyable.
- Fred Firestone was the best facilitator I learned a lot more than I thought I would!!!
- Fred was the most enjoyable trainer I have ever had. He was very motivational and kept the class moving the entire time. I wish we could have Fred for all of our trainings.
- Fred did a great job, it was the best workshop I have ever attended, I felt comfortable and the discussions with the class were great. I learned a lot and met some great colleagues
- I think that our facilitator did a good job making it entertaining and keeping our interest, especially given that we are all used to being on our feet all day, and then two days in a sit-down classroom can be absolutely brutal, great job with facilitation of the meeting.
- Mr. Firestone did an outstanding job running the workshop. He kept everyone's energy levels up and everyone was engaged in the conversations. He did a wonderful job making sure everyone felt comfortable presenting their thoughts and ideas on various topics.
- Mr. Firestone was absolutely terrific and kept us all very engaged. He kept it very fun and interactive, while still covering all the material. He was hands down, the best trainer I have ever had contact with in any employment venture.
- Fred was excellent.
- I can honestly say that in 4 and half years of being with Enterprise, as well as with previous careers, I have never had a training/meeting facilitator that provided such an engaged and enthusiastic session. Fred Firestone managed to take a training session that a lot of the BRM's involved came into with the preconceived notion that nothing new would be learned, and had each of us ending the weekend wishing we could have another day there.
- Overall I thought Mr. Firestone did an excellent job. Everyone participated and felt comfortable. I truly learned a lot and he did a great job of provoking conversation and making the topics applicable to our everyday job.

I hope you are having a fantastic last month of summer!

Marla K. Rhutasel
Corporate Training

e-mail received 4/1/10:

Re: Branch Manager Survey Results (March 12-13, 2010)

Fred:

Happy Thursday! Just a quick note to say thank you for yet another successful workshop on March 12-13. I always enjoy reading the participants' comments and I was particularly impressed with these:

- Fred did an excellent job getting the entire class engaged in the activities he used to incorporate important information while making it fun and interesting. He was by far one of the best training facilitators I have worked with and had a great method of teaching. I have a VERY hard time staying focused in a long training session and he did a great job at breaking up the day with different ways of learning to break up the monotony of a long day.
- Fred was great! He kept the entire class completely engaged and presented the material with great enthusiasm! I learned a lot from his training techniques.
- Our facilitator was awesome. He was very high energy and kept me engaged throughout the whole two days training.
- Fred Firestone was the best facilitator I have had for any ERAC training session. He did a GREAT job keeping energy levels high and everyone engaged. I've never been part of a training group where every single person actively participated, but Fred somehow got this done.
- Fred was incredibly insightful and helped me understand how to put our new information to use.

If I hadn't seen you in action myself, I would swear that you pay participants to make such incredibly flattering comments after every single workshop ... but I know you simply and profoundly inspire people to speak from their hearts. I am in awe!

Marla K. Rhutasel
Corporate Training
314-512-2669



e-mail received 2/4/10:

Re: Branch Manager Survey Results (January 15-16, 2010)

Fred:

You're a rock star with these managers! Just look at a sampling of the overwhelming praise (I highlighted my favorites ... and loved the "amazing" theme throughout):

- Fred Firestone did an outstanding job keeping everyone in the class engaged in the material and did a great job of being able to translate from the "text book" to real concrete understanding.
- **For someone who has not worked at ERAC, he led me to believe he knew what he was talking about in relation to my everyday job duties.**
- Fred Firestone was FANTASTIC. He has a great personality and makes it very easy to get engaged in the topics and keeps it up beat.
- Fred "Rodney Dangerfield" was **amazing** at keeping the group engaged. He taught us all a lot and it was a memorable experience.
- **Our class was run with a sense of urgency as well as professionalism.** The material was delivered in a very engaging way which enabled me to maximize my time at the training sessions. I am very pleased with the facilitation of the workshop.
- I was the only manager from the truck rental division so the examples provided did not for the most part pertain to my office experience. However, **the material was presented in such a way that I was able to see how all the information pertained to my daily job duties. My facilitator, Fred Firestone, made the material very engaging to me. He far exceeded my expectations for what I would be able to get out of this training since it is so closely tied to car rental.**
- **Mr. Firestone is perfect for the job...** he had a perfect balance between fun and work. He knew how to engage everyone while giving very valuable information. Loved it.
- **Fred Firestone is absolutely amazing.** His teaching style is far beyond any expectations I had. Thank you for the knowledge and opportunity to be a better manager.
- **Mr. Firestone was amazing.** He led the class in such a way that everybody felt comfortable to participate openly and honestly.
- **Our facilitator was amazing.** He was extremely knowledgeable and made the 2 days fun
- The moderator was wonderful and I truly took home more from this workshop than any other one that I have been to.

Thank you, Fred, for always giving it your all. You truly do make a difference in the lives of our managers!

Marla K. Rhutasel

Corporate Training

314-512-2669



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



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 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 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

