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**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, and I look forward to seeing you on September 13!

*Marla K. Rhutasel*  
Corporate Training  
314-512-2669



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

