

Conference Reviews 2003 – Santa Barbara, California

“It gets everyone enthusiastic and excited about the potential for the future.

Those who attend become the most dedicated workers and committed volunteers to continue this important work. It’s an enthusiasm-building retreat and also a tremendous new source of new ideas.”

Allen Coleman
Tri-City Medical Center



“I believe all aspects of your conference were A+ levels. For me, it was a life-changing experience.”

Sharon Angrinson
Riverside Community
College District

“Getting an external viewpoint of best practices from others was invaluable. I walked away with a “can do” attitude that inspired me to return and collect over 100 best practices that we shared internally.”

Monica Cummings
Kaiser Foundation Hospital

“The ability to spend quality time with our local hospital leaders so that we can show them Administration backs the Service Excellence Process was absolutely invaluable. We were teary-eyed together. You don’t ever get to do that on the job.”

Mark Ferrell
Bellflower Medical Center

“I have never been so moved by a conference ever before. We often nurture our minds at conference, this one nurtured your soul.”

Rhonda Seidman-Carlsen
Baycrest Center for
Geriatric Care

“So much good insight and perspective shared and communicated but it would all be lost if Service Excellence Advisors didn’t practice all that was being preached. It demonstrated Service Excellence and was service in motion.”

Eric Carr
OneLegacy

“The electricity of everyone, including attendees and speaker quality is immeasurable, the finest. Because of Custom Learning, I am an arrow, I might not fly straight throughout the flight, but

now when I land I will be a bull’s eye!”

Darren Shull
Henry County Health

“The Service Excellence Conference continues to be so energizing and spectacular. Being able to come to the conference is like going home for Christmas and we leave rejuvenated and ready to give our all.”

Sylvia Swarner
Sutter Health

“Speakers are the cream of the crop. They not only knew the content of the material, they inspired all that attended.”

Albert Reynoso
Asente Health
System

