



GOOD to BEST

2011 CONFERENCE TESTIMONIALS

Dear DM&A family: you are the BEST! One of the most energizing conferences I have been to yet – I'm already looking forward to next year. Thanks for the laughs, the great ideas to improve quality of service, and the poignant reminders of how the small things we take the time to do make a big difference in the lives of those we serve. Thank you and God bless you all,

Eileen Fairbrother, RD, CP-FS
Director Nutrition Services
Sutter Coast Hospital

Thank you for helping us with a scholarship so I could attend. It was by far the absolute best seminar I have ever been to in my 30 years of food service experience. The topics were all very informative and the people were just awesome, so genuine, kind and caring. What a great experience it was. Thank you again.

Karen Kollman
Dickinson County Healthcare System

Thank you once again for a great conference. I had a great time. The Friday night dinner was very good. The speakers tend to get better with the years. Thank you for the invitation to attend the Good to Best Conference.

Chef Jacques Wilson, CEC, AAC
Executive Chef
El Camino Hospital

The DMA conference was excellent. I was introduced to new vendors and met a lot of great people. The topics were timely and applicable to my job. I was able to get a price quote from Doug DeLuca (Singer) on Tuesday for a piece of kitchen equipment. The quote was \$885 less than the lowest quote I had previously, which impressed my boss.

I also might add I have been using "rally cards" since I heard Carlton speak a few years ago. The cards are inspirational saying that my staff collect.

Jeanine Drake, MA, RD
Flagstaff Medical Center

I'm just returning after an extended stay in San Diego following Good to Best. I wanted to once again thank you and everyone at DM&A for a great conference and warm hospitality! Thanks,

Linda Woods, RD, LD
Patient Services Director
UC Health - University Hospital

I just wanted to again compliment all the work and dedication that was put into making Good to Best such a success this year. I know it must take countless hours of preparation on everyone part to get the job done and I appreciated all the effort. While leaving San Diego to return to cold Reno weather is not fun, I always return to work with renewed energy thanks to all the new ideas, great success stories and wonderful interactions with vendors, attendees and the DM&A staff. Thanks again! Thank you so much for the great pictures. This truly is an amazing conference; I look forward to attending each year. Hopefully there will be another next year???

Susan Benson

I wanted to offer my extreme gratitude for inviting my colleague and I to the "Good To Best" conference this past weekend. The conference was inspiring and sent us back to Kansas City with a fresh, positive and enthusiastic perspective of room service and in particular, the future of food service in the healthcare industry. My thanks goes out to the speakers who did an excellent job relating each topic in an informative and up beat manner, the vendors for providing the necessary product information and support, and the DM&A team for their unceasing dedication to coaching and service excellence.

Roger D. Ortiz
Executive Chef
North Kansas City Hospital

Thank you SO MUCH for the chance to attend your conference. We appreciate the opportunity that you allowed for us to attend. Karen and I learned a wealth of information and hope to engage with your services for room service implementation some time in the very near future.

Again, thank you so very much!

Lynne Gussert
Materials and Dietary Manager
Dickinson County Healthcare System

Thank you for giving us the opportunity to attend the GTB Conference this past week. We came back to Decatur, Illinois inspired, motivated and refreshed. With much appreciation

Laura Etchason and Heather Yalko
Decatur Memorial Hospital

Thank you for offering such a fabulous conference. I learned a lot and have started sharing the information with our departmental room service teams.

Heather Fazio, RD
Project Manager, UH-CVC Room Service Project
University of Michigan Health Center

The conference was, once again, awesome. This is my 3rd year in attending and I always look forward to it. This was Tracy's first year and she is very excited about us going again next year. You do an excellent job and it definitely shows. Thanks again for the perfect weather. Please make sure that you order that again for next year. Thanks

Christine Hartman
Williamson Medical Center

I want to thank you for an exceptional conference. I can not say enough. I look forward to next year. I must also say that your choice of hotels made it even more amazing. It made working all weekend seem like a vacation. For that thank you. Please pass this on to the entire DM&A Team on how impressed I was from start to finish including your service and follow through.

Again, Thank you and I hope to see you next year.

Denise Favela
Dining and Nutrition Services Manager
Sutter Tracy Community Hospital

A HUGE thank you to all of you and the DM&A team for a wonderful conference. I am so blessed to know you all and have the opportunity to spend time with everyone last weekend. Thanks from the bottom of my heart for the award we received, my team is very proud!! Also thanks for the great room on the beach, Lynne and I had a very relaxing time, got some sand between our toes, doesn't happen in Sioux Falls on purpose anyway. Looking forward to our visits coming up. Back to the real world!!

Nancy K. Geffre, RD LN
Director, Nutrition and Food Service
Sanford USD Medical Center

I wanted to let you know that all of us from Self Regional who attend the Good to Best Conference really enjoyed it. We were most impressed with the entire DM&A team. You all came across as a great team and being very supportive of each other. We are looking forward to working with all of you as we implement room service.

Thanks

Lori Kent, RD
Director Food & Nutrition
Self Regional Healthcare

Dear DM&A Team,

Thank you so much for the scholarship to the Good to Best conference! I was so excited to hear that I would be attending. As a Registered Dietitian and Food Service Director, I have attended many conferences, yet the DM&A conference reveals best practices and a depth of knowledge that remains essential to Food Service Professionals. I felt so blessed to be inspired, educated, and revived all in just a few days.

The DM&A team presents imperative information at the conference. Your team shares hundreds of years of experience and necessary tools to improve not only the performance of the food service department, but also the performance of the Food Service Director! The networking opportunities have become vital and I have grown so much with the interaction provided at the conference with the coaches, team, and conference attendees. You clearly care about the satisfaction of the patient, administration, and food service team.

The success of the D-10 process, Room Service program, and ROI expressed really motivates people to really perform their best! Your team provides experienced professionals, tools, and enthusiasm that aid in continuously improving as a manager. I will always recommend the Good to Best Conference to Food Service Professionals! This conference continues to be the most life-changing, uplifting, and enjoyable experiences of my career.

With gratitude,

Brittane Nelson, MS, RD
Harbor UCLA Medical Center
Torrance, CA

Thank you for an outstanding conference! One of the best ones I have ever attended!! Thank you for all your hard work in organizing this event,

Denise Cleveland, MA, RD, LD
Essentia Health - St. Joseph's Medical Center

Dear DM&A Staff,

I wanted to take a moment to thank you for affording me the opportunity to attend the 2011 "Good to Best" Conference through your scholarship program. First of all the facility was excellent and the food & Hospitality provided was excellent from conference services to scheduling and facilitation! As a food service professional that is new to the Health Care environment the sessions were both refreshing and educational. All the ingredients to motivate and empower Managers to drive customer focused service were offered and the power of Networking was truly displayed. I came away with some clear cut objectives that will help me train and push my Food and Nutritional Service Team toward our goals of excellence in all aspects of food services. I was quickened to remember that "if you aim at nothing you'll hit it every time"! A special thanks to Bill and John G. for the informative and private Room Service session that was also beneficial!

Thanks again for everything!

Sincerely,

Chuck Lucia
General Manager Food Services
OSU Medical Center

Thank you all for such a great time at the conference. San Diego is a beautiful city. It was my first time there and my first conference to attend. It was truly a wonderful experience from the things I learned, the place itself and the people I met. It was one of those lifetime memories. I was blessed to have been able to attend. Thank you for making the scholarships available. Keep up the good work and I hope I am able to attend another. Praise the Lord for a people who still love him and who advocate him in their organization. Once again, thank you so much.

Betty J. Myers
Christus Schumpert
Highland-Shreveport, LA

Hello DM&A,

Wanted to let you all know how much your efforts are appreciated. The GTB conference was excellent! The topics were cutting edge, the speakers superb and the location is perfect. Please thank those I have missed.

Suzanne Kellon,MS, RD, CDE
Director Nutrition Services
San Antonio Community Hospital

When I walked into the D-10 conference, there was magic in the room. Magic that touched each person participating. Your conference has a special way of making “each” person there feel very special, a one of a kind event. I believe this only happens because the work you do comes from the heart.

Thank you for always believing in me, even though I only had one day to be apart of the most amazing conference around, I came home feeling re-energized and important. I thank you from the bottom of my heart!

Hope you have some time to rest and relax after the big event!

With fondness and his blessings to each of you!

Deanna Gunter RD
Director Patient Satisfaction and Nutrition Services
Mercy Medical Center Redding

I just wanted to tell you how much I enjoyed your program over the weekend. What you and your team put together was so inspiring and so much needed in this foodservice environment today. Thank you for allowing me the opportunity to be a part of the event.

Warmest regards,

Elaine Gong-Kubela, RD
The Fischer Group

VENDOR TESTIMONIALS

Congratulations on your conference and successes. Your impact on the future of health care, room service and support services are impressive and obvious. I spoke with many of your clients; their compliments of DMA and results from the DMA services and team were glowing.

We thank you for your generosity including Maverick Cuisine in your program. Your commitment to the Maverick Precision Temperature Cooking System; our patented End to End innovative system, has created a strong relationship; with DMA seeing the future of food production, safety and lean operating models for your clients.

Your team brings professionalism, goals and successes, and we look forward to our opportunities and developments together to complement your team.

Kind regards,

Sarah Wally
Maverick Cuisine

Thank you very much for including me in the conference this past weekend. You guys do a great job on your event! I can tell that clients love what you do and are very committed to DM&A. Great job!

Chris Thrash
Chris Thrash & Associates

Just wanted to extend my personal thank you for a great conference. I always leave here feeling/being better than when I came – this year is no different. Look forward to more and more interaction with you as we both grow our companies in the Healthcare Room Service market space.

Matt – excellent customer service, great coordination, and management of this event. Not easy.

Mike Melander
The CBORD Group, Inc.
Director of Sales - Healthcare Foodservice Systems

It was great seeing you guys again. Please let everyone on the DM&A Team know they raised the bar again this year. I didn't think you guys could top last year's conference. It go's to show no matter how good "BEST" is there is always room to improve.

Congratulations DM&A

Dave Morris
Executive Vice President
Heritage

I wanted to once again thank you for putting on the Good to Best Conference. Like I said to you both, I have the opportunity to attend many conferences each year and the Good to Best conference was by far the best of the year. All too often vendors and attendees are separated but for the designated trade show hours. At your show the integration of the two groups provided our team with the opportunity to listen to the information being presented, hear the participants questions and engage them in a way that really showed how our products or services could answer the topical questions being raised during the educational sessions. Thank you to DM&A once again for the work you put in and for inviting us to participate. It was a great event you should be very proud of. Already looking forward to next year.

Matt Otchet
President
Computrition

What a great conference. I look forward to building a nice relationship with your team.

Thanks,

George Campise
Sales Director, Eastern Region
UNIFIED BRANDS

Thank you so much for inviting me to attend your Good to Best Conference in San Diego. I was truly inspired by the energy of your coaches, staff, and most importantly, the food and nutrition professional that have participated in your consulting/coaching program. I was also impressed by the property – rooms and meals.

Tami J. Cline, PhD, RD, SNS
Cline Consulting

Just a quick note to say thank you for hosting such a great conference. Congratulations to all. This was the first food service attended by Aethon and I was impressed by the attendees -- much more innovative and patient-centered than the pharmacists and nurses we have spent so much time with in the past. Additionally, the logistics of the show were super smooth, the other vendors extremely friendly, and the presentations very interesting (even for us robot geeks). GTB was a great use of our time and marketing budget.

Lastly, and maybe most importantly, I wanted to thank you for for the good time that my daughter had at the event. She loved Chris Thrash, the Polynesian show, and she told me she "ate like a queen".

GTB was a great event from every perspective. I'm already looking forward to next year.

Best Regards,

Peter Seiff
Aethon

Kudos to you and your team for orchestrating an outstanding event. The sessions touched on relevant topics, problems, and solutions. The environment provided good opportunity for education, motivation and one in which vendors and operators could mix and network productively. Your staff were very helpful in all aspects related to vendor support and their hospitality was greatly appreciated. Thank you and best regards,

Michael Babines
Vice President
Vision Software Technologies, Inc.

I really enjoyed Good to Best, and can understand why Dick Hynes was so enthusiastic about me having a chance to attend this year. It is a first class conference in which the DM&A team should be commended for putting together. The amount of networking time and general interaction, not to mention the fantastic speakers, made this an event I will look forward to attending in the future.

Thanks

Rob Geile, CFSP, LEED AP ID+C
Consultant Services Group
HOBART