



GOOD to BEST

2009 CONFERENCE TESTIMONIALS

I wanted to tell you again how much I appreciated the scholarship for the conference. We had the best time and came home with so much great information. Miriam and I are already implementing some of the ideas that we learned. The Good to Best family is so awesome! Everyone was so nice and helpful. We appreciated all the networking that we were able to do. I really appreciate your hospitality towards our guests too. My daughter really felt included. She came to hear Carlton each time and she was so moved.

The food throughout the conference was very good. The meal on Saturday night was especially yummy! The veggies were awesome. Being a vegetarian I was so happy to see the grilled tofu wraps for lunch one day. They were so tasty. We loved Vegas Night! None of us had gambled or played cards much. We really go into it. That was a great way to spend the evening. I actually "won" a lot of money!

And the music was awesome for the conference. I loved that you played "Hotel California" so much! The Eagles are one of my favorite groups. I got to see them this last tour and they were AWESOME! Next year if you need any help with set up, service, gophers or anything, I would love to help and offer my services. Again, thank you and your awesome team for a great conference! We are looking forward to next year already!

Linda Branch
St. John Medical Center

Great Conference! Great job putting it together.

George Carrasquilla
FSD, Delnor Hospital

I really enjoyed the conference! It was a great experience!

Jamie Cody, LDN, RD
North Oaks, Louisiana

Great job, all of you. It was wonderful!

Margaret Holmes
Tahoe Forest

Many Thanks for enabling the sponsorship program to your Good to Best conference. I appreciate the opportunity you provided to me to attend your event and the many efforts put forth to make it a great weekend of fun and learning for everyone.

Jay Smeltzer
Alberta Health Services
Edmonton, Canada

The conference was great. I would encourage any Dietitian or Food Service Director to attend. It is an inspiring time and I came back all excited about what I could implement. It was also nice to realize my job can do without me for a few days.

Mac McAllister, MS, RD, LD
Pioneer Community Hospital

I wanted to personally thank you for allowing me to attend the Good to Best conference. Since I recently became employed by a contract service company I have felt that I am no longer a "part of the tribe" that I have been a part of my entire career. So I appreciate your open philosophy by allowing contractors to attend your conference. I keep hearing that contract companies provide their own training and education but I have not found that to be true. I believe they are feeling the effects of the economy as well and are cutting back in this area. So I feel that I need to attend conferences such as yours to keep in touch with new information and trends. Tony and I thoroughly enjoyed the conference. We remembered having dinner with you 10 years ago when the conference was just a dream. It was wonderful to be a part of that dream come true.

Thanks so much,

Kim Norton, RD, LDN
St. Joseph Hospital

I would like to take this opportunity to thank the entire DM&A Team for hosting an outstanding conference for Good to Best this past weekend in San Diego. The three days were informative and motivating. I look forward to the long relationship I will have with DM&A to help me have the *Best Food Service Team* in the Inland Empire! Thank you once again for the hard work the Team did to inform me of industry trends, gather vendors to help me with projects and energize me for the move to Room Service and Destination 10.

David J. Piekarczyk; MS; CDM
Kaiser Permanente Fontana Medical Center

Hello Don, I Just wants to drop a line to tell you how grateful, have the privilege and how fortunate I'm to have you and your staff as my coach.

This past weekend I learned a great deal of information for my profession and personal development, I can not thank you enough with my own words but may the mighty God bless your company as well your own family, and give you wisdom health and prosperity.

I FEEL GREAT

Chef Joe Cuevas
San Antonio Community Hospital

Thanks so much for your great hospitality at the conference. You all made me feel very special and welcome.

Sharbari Khanna, MS, RD
Santa Clara Kaiser Permanente

I would like to say that the conference was the best I have ever attended. I certainly appreciate all the trouble you all went through to get me there. I will let all the U.P. managers, in all the hospitals, know what a great job you do. Thanks again to all of you for everything.

Jeanne Walston
Grand View Hospital

Thank you for an outstanding conference!

David J. Piekarczyk
Kaiser Permanente Fontana Medical Center

Just wanted to drop you a note to thank you all again for the scholarship to attend the conference. It was certainly a valuable weekend and I am thankful for all of the information the speakers presented. I appreciate all of the efforts the DM & A team do! Hope you're getting some well deserved rest!

Laura Seeman
Sierra Nevada Memorial Hospital

Thank you so much for the scholarship and a fantastic conference! You have a very talented group of people on your staff.

Linda Woods
University Hospital – Cincinnati, Ohio

This was the second year attending the GTB conference. The GTB conference is more than just a conference. It is an "experience"....something magic about it. You walk away feeling inspired to be both a better leader and a better person. It is a chance to put your finger on the pulse of other hospital's throughout the US, network with experts in the field and develop friendships with some of the nicest people you will ever meet. DMA has helped us to change the culture and in turn, improve performance of the Nutrition Services dept by implementation of the D10 process. Our dept culture change has also helped to prompt and affect culture change to occur in the rest of the organization. Hard to measure that, but we can all see and feel it. Thank you all for the obvious hard work and blood, sweat and tears that went into making the Good To Best Conference not only a superb learning conference, but time to share best practices and an enjoyable bonding experience with wonderful people. I thoroughly enjoyed it. Also, thank you again for our award on "Best Departmental Cultural Transformation"...we really appreciate the recognition and your efforts to get us there.

Suzanne Kellon, MS, RD, CDE
San Antonio Community Hospital

Great show! Thanks again for everything.

Charles Harrison
University of Toledo, Ohio

Thank you for an absolutely wonderful experience. I wish to work with your group in the future.

Deborah Jones
St Peters Hospital, Montana

Congratulations on the success of Good to Best! You must be both exhilarated and exhausted. And you deserve to be both. Here's to a great event and the gratitude I have for being a part of it. You and your phenomenal staff did an outstanding job at the Good to Best Conference.

John Turenne
President
Sustainable Food Systems, LLC

What a fabulous conference. We learned so much are grateful for the terrific scholarship. Thank you ever so much.

Susan Lewis
Grande Ronde Hospital, Oregon

Everyone, thank you for a great time! Was so good to be with my DMA family. Thanks again

Chef John Biswanger, CEC
Lakeland Regional Medical Center

Thanks again for a GREAT conference.

Doris Johnson
University of Colorado Hospital

Thanks for a great conference, my first and I thought it was great!

Liz Hollowell, CDM, CFPP
Poudre Valley Hospital

Just wanted you to know what a great conference you put on in San Diego. I truly felt like I came away with valuable information. I so enjoyed the story of the "Love Wolf

Thanks again for a great conference.

Barb Misiewicz
St. Mary's Hospital of Superior

Thank you and all for the best foodservice conference I've ever attended!! Well done.

Mike Sheehy
Milton, Wisconsin

Being a part of "GOOD to BEST" for four years in a row you have exceeded yourselves again.

The quality of attendees, speakers and vendors has been unmatched.

I am very privileged to be a part of this event.

Thomas Stegmaier
RATIONAL USA

Thank you for a fantastic conference, it was very inspirational and I took away a couple of gems I would like to implement right away.

Gail Ermer
Providence Holy Cross Medical Center

Thanks great conference, many thanks to the sponsors for making it possible to attend

Richard Crowell, CCA, CEC, CDM
Verde Valley Medical Center

I wish to wholeheartedly thank you for putting up such a marvelous show and it was indeed a great pleasure meeting you. Thanks so much.

Sharbari Khanna, MSRD
Kaiser Santa Clara Medical Center

Thanks again for allowing us entry into your conference last weekend. We enjoyed the events last weekend and especially appreciated the feedback from the attendees. It's great to attend a show where the customers are truly interested in what you have to offer. Great time & *Fantastic Relationships*. Thanks again and please don't hesitate to reach out to us if we can be of any assistance to your group.

Garamy Whitmore – CFSP
Merrychef USA

First of all, I want to thank you for a tremendous weekend. I have never been to California before and it was every bit as beautiful as you promised me it would be. The whole event was world class and I was honored to be a part of it. Your entire support staff couldn't have been more gracious, accommodating, professional, all **first** class! Please thank Mathew, James, and Bernard for their amazing efforts. It is/was very obvious that they worked on this for the entire year-**KUDO'S!**

Secondly, I have to say the team you've assembled is unbelievable. When you spent the day with us in October I was very impressed and pumped to implement room service and Destination 10 as soon as possible. Everything you talked about is how I've operated over my thirty year management career. I had been preaching to my managers for months that "I was trying to get our department to about a 7 or an 8 with the hopes of eventually getting to a 10"(sound familiar?!) Anyway, now with the help of DM & A I know it will happen.

The group of professionals you have assembled is unprecedented and unmatched-WOW! What an all-star team! I just re-read their credentials on line and it is so impressive. I thought I was a pretty good manager-WHEW-you guys have REALLY set the bar high-I have got some work to do! Again, with any luck DM & A will be right there along side of me.

Sorry for the length but what a GREAT conference! Thank you **so much** again for including me and **please** share this with your incredible staff!

John C Pramuk
Director, Food and Nutrition
University Hospital

I attended the conference and it was extraordinary. I appreciate all of your hard work and you had excellent speakers.

Jeanine Drake, M.A., R.D.
Flagstaff Medical Center

Thanks for a GREAT!!! weekend it was very inspirational. I hope to make a difference with the info I learned at the Good to Best Conference. As you know there's always room for improvement. I'm looking forward to seeing you next year.

Charlie Clubb
Morris Hospital

Thanks so much! I really enjoyed the conference! It was a great experience!

Jamie Cody, LDN, RD
North Oaks Health System

Thank you again for another successful conference we learned so much and reconnected with people. It's always good to hear that others are sharing the same issues that we have. Overall the conference was great! Great hotel a nice setting in the palms. Overall everything was good and I learned a lot. Thanks for all your teams hard work through out the year to pull this off.

Angela Smith, RD, LD
Samaritan Albany General Hospital

Thank You! Enjoyed the conference...found it very inspirational, helpful and beneficial.

Jean A. Wroblewski, M.S., R.D., C.D.
VA Medical Center-Milwaukee

What a great conference last week!

Tom Wagstaff
New England Sinai Hospital

Just wanted to thank you for the great time we had in San Diego. Thank you for allowing Penny and I to attend. It was a great positive experience that I will cherish the rest of my life. Great Speakers and your staff were wonderful. I am sure it was quite a job to entertain so many people and with all walks of life people at that. We met a lot of new people and we learned from them as well. The food was great and we sure enjoyed the gambling. Thanks again for a great time! See you next year! Joyce

Joyce VanWinkle
Food & Nutrition Services

Great show!!! Had a great time!!

Freddie Stargardter
Star Sales

I just wanted to thank you so much for inviting me to the Good to Best - Destination 10 Conference. I really enjoyed myself and learned some things about myself that I need to change to be a better supervisor. I found your conference to be very educational for me. I plan on sharing a lot of what I learn with my staff. I hope everyone who attends your conference will leave having a better look on room service as I did. Thanks to all the speakers they did a wonderful job. Carlton Green touched my heart in a way it is hard to explain. He is a very moving man his words meant a lot to me. Thanks everyone who made this conference to be a great one. Hope to see you next year.

Penny Jones
Food & Nutrition Services

Thanks for everything. I had a really great time meeting all of you. Your Company and team are really special.

Shari Turner
Jewish Hospital

Hello to the BEST Team! It was my honor to attend your conference and I want to congratulate you and all the speakers on a very valuable program and exhibit. I have always been on the cutting edge of long term healthcare, but it is an appropriate time for us to cross pollinate between LTC and acute care. My mind has been expanded as I kept asking, "How can I apply this information to our consulting practice or company?" I regret that I did not bring our senior management team. I have at least a years' worth of great ideas --- all packed into an enjoyable weekend. And, now this generous gift of your poster. I am howling with thanks and love!

Lee Tincher
H.M. Composite

Thank You Soooooo Much !! The Best Part Of The DM&A Conference Is That Don Is Able To Get Us All Together To Share, Learn & Have Some Fun , Too!! All Of Us At Irinox USA Look Forward To Working With You In The Future !

Ira Kaplan
Irinox USA

I really enjoyed the conference.

Liz Gomes
MGH Nutrition Services Supervisor

Great to be with you all at the Good to Best Conference. Really enjoyed it! Met lots of new people, and saw many familiar faces as well. Thanks again to you, Chef Don, and the whole team for an outstanding experience and your many courtesies.

Gerald J. White
Publisher
Food Management—Ideas for Onsite Foodservice

I would like to take time out to express to you and your staff how much I enjoyed the conference this year. I've attended each year of the conference and again it has gotten better and bigger each time. I wish that some how you could video the speakers so that if someone wanted to share the experience with their staff they could.

Richard Lind
Central Mississippi Medical Center

The **2009 Good to Best Conference** was the best to date! The meeting schedule included innovative processes geared toward service excellence that today's senior healthcare leaders demand. Speakers presented knowledge and excitement in powerful educational sessions and gave ideas that I can implement at our facility. I'm looking forward to next year's conference which promises more exposure to professionals, organizations and services that have made our food services go from Good to Best!.

Roger M. Knysh
Fairview Hospital

It was my first DMA conference, and by far the best of the many, many I have attended over the years.

John Barclay
Mission Hospital Regional Medical Center

Jennifer and I had a great time, can't wait to next year. P.S. We miss the band from last year maybe next year?

David Harris
North Central Baptist Hospital

Thanks for everything this past weekend. The conference was awesome and very informative. The whole Don Miller team is rock stars.

Carla Schieve
Trinity Hospitals

Thank-you so much! What a great conference! It was great to take my staff; they really can't stop talking about what they got out of it.

Tricia Ours
Reid Hospital

I just wanted to thank you again for the scholarship funds for this years seminar. What an amazing three days. I really appreciate all the work you all did to present such an amazing event!

Irene Krause, MA, RD, LD
St. Johns Mercy Hospital

I just wanted to thank you so much for the wonder, educational and fun conference!! Also, thank so much for the Wolf Love poster. I printed it out and put it on my calendar wall. I hope I have the opportunity to attend this conference next year.

Victoria Major MA, RD
Instructor, Southwestern College

You are all amazing. Not only did you put on a top notch national conference that appeared to go off with out a hitch, you honored me to be the chair of your board of directors, you honored my team for their efforts and you found very generous sponsors to cover my expenses. I am not sure who to thank for each of these things but I do thank you for you love and friendship. Please thank those responsible for the rebate money for the trip.

I love you all

Margaret Holmes
Tahoe Forest

It was a great experience for me I learned so much about your company as well as food service in a hospital. Thanks again

Jason Terry
South Central Regional Medical Center

Just writing to let you know that I have spoken with quite a few of my clients and prospective clients who attended the conference. Everyone I have spoken with said it was awesome and in many cases, the best they have ever attended. Congratulations! I know it is a huge undertaking to organize something like this.

Susan Cavataio
CBORD

Other Anonyms Comments

I gained a lot of views from the conference. Not just one thing here and there but overall a lot was presented and you pick up on views that may or can apply to you, Oh yea, I can do that or we can use that or try this. Then when you get back to work, things pop up at you that you may have seen or heard at the conference but not even know it.

Thank you very much for sharing with us. Thanks especially to the Media team and those who slept little to make us feel welcome. Your effort and dedication do not go unnoticed. We felt very honored to be a part of this.

I thought someone mentioned a 'tool' that the management companies use when they have 1 on 1 time with their administration. Is that idea something that can be shared?

I appreciate everything that Don and DM&A is doing to help food services around the nation. You are not about vengeance but vitality! You have a true servant's heart. Thanks.

Thank you all so much for your time and putting on such a wonderful conference--you are true assets to the profession!!

Loved it!

I really enjoyed the whole event. I know it takes a lot of time to get these events planned. You guys did a great job. Again thank you for allowing us to attend.

Thanks for the 're-charge'! It was greatly needed.

It was a great conference!!!!

Thank you for providing Gerry & me with travel & room scholarships!
