



Sweet Hospitality – Sweet Cultures - Sweet Results

What Participants are Saying:

- “Best training ever. My staff was energized and informed after our "Wise Pineapple" training. All of my staff have the Learn model posted on their desks and we discuss it daily. Thanks to Christine we are on our way to having an excellent customer service rating.” **-Dennis Zink | Principal Palm Desert High School**
- “Christine was just the spark of energy, organization, and information our team needed to move us out of the red zone! She spent two days with our team. Day one with our leadership team consulting, reviewing our operations, and developing a plan based on her five steps to future success. Day two with a Wise Pineapple Rally for our whole team. In only one month of executing the program, we have moved 5% on our guest service scores!” **Brandi Simmons | General Manager Marriott Metro Detroit**
- “Thank you, Christine, for an amazing, inspirational, and energetic training! Being part of your Wise Pineapple Rally was a real gift that invigorated me. And YES, I now believe I can change the world one YES at a time.” **Zoraida Geres | Human Resources Director, Stonebridge Hospitality**
- “We moved our ITR scores from the red zone to the green zone, 32 points by utilizing Christine's ideas. She was our driving force in results. I have been at my property for two years, it is a Generation one TownePlace Suites that was at 48% in 2017, (Red Zone) in 2018 we left red zone to 56%, and in 2019 ended at 64%, and we are currently in the Green Zone at 80%. When say Christine Trippi is impressive and helps energize your team, she does! We have amazing results due to her foundation, processes, and energy. I would recommend having her consult your team to provide a new perspective, energy, and tools to help you get there!” **Elizabeth Ndungu | General Manager | TownePlace Suites**
- Awesome, thank you so much! it was such a pleasure meeting you. I learned so much in a couple of hours and it has re-energized me to saying "yes" all the time. Such a positive attitude and it is contagious. **Michelle Sarr | Regional Director of Operations, Shamin Hotel company**
- “I loved every minute! If I weren't so “starfish” struck, I would have said hello! Thank you for coming, your energy was infectious, and you are truly a blessing to hospitality and anyone who has had a chance to see your magic!” **Marsha Wong | Assistant General Manager at Residence Inn Boston Watertown – Stonebridge Hospitality**
- “Fantastic presentation Christine! I left your session feeling extremely inspired!!” **George | Human Resources Manager at Stonebridge Companies**
- I loved the rally even more than expected. My FOM, Princess, told me when we returned to the hotel “You know, just when I thought I was really good at the front desk, that meeting really pushed me to take it to another level!” **Stephanie Berkland | General Manager La Quinta Inn**
- “I was at the Stonebridge conference this past week. Your presentation was awesome!! You killed it!” **Richard Auer | General Manager Homewood Suites by Hilton**
- “It was, by far, one of the BEST meetings I have ever attended. She not only motivated, informed, excited, and BLEW MY MIND, but also every one of my leaders. She even created a passion for my Chief Engineer!” **MISSY ADAY | General Manager**
- “I am writing to you because I was part of your audience at RI Downtown Tempe last Thursday, and I just wanted to thank you for all the wonderful ideas. You are such a great inspiration! Your personality, ideas, and humble outlook on life and work really makes the difference! I just wanted you to know that I was truly inspired and energized after our training, and I will be sharing your stories with our team this entire week.” **INDY MARTIN | Operations Manager – Courtyard by Marriott**
- “Christine Trippi’s “The Wise Pineapple” meeting was incredible! The session was very insightful on increasing guest satisfaction, challenging ourselves to be our very best, and give each guest our very best. I loved her passion and energy.

My biggest takeaway from listening to her speak: the emphasis she places on telling each guest what we DO have instead of what we do not have. It's essential to shine a light on the positives and emphasize what we do have. **KIRTISS BROWN | Guest Service Representative – Marriott Chicago Mag-Mile**

"I just wanted to take a few minutes to thank you for sharing YES IS THE ANSWER (Pineapple milkshake story) with us, this simple way of thinking outside of the box leading with our hearts making friends first with our guests' has been a game-changer for our property!" **MICHELLE OGEA | Assistant General Manager**

- "I hosted a YES is the answer training with the Front Desk team with Christine Trippi. We have already moved up one point in Guest Service Scores in one month." - **Liz Cano | Assistant General Manager**