



DIAMONDFEVER Workshop attendees' FEED BACK (Basis 25 questionnaires returned):

****** Cityhotel Vienna; **** SPA Hotel Salzburg province; glad to supply reference upon request**
Workshops: 2011

Quantitative questions (summary):

How were your expectations met?

My expectations were exceeded	10
My expectations were fully met	14
My expectations were partly met	0
I expected something different	0

Has the workshop improved your understanding & appreciation of other hotel departments?

Yes, my understanding has improved significantly	20
Yes, my understanding has improved	4
No, my understanding has been improved only a little	0
No, my understanding has not been improved at all	1

How will the experienced content of the workshop reflect in your daily work ?

Yes, I can use <i>all</i> of the content use in my daily work	3
Yes, <i>most</i> of it	22
Not really	0
No, not at all	0

Would you propose to have this workshop as well for other colleagues ?

Yes indeed	14
I am not sure	4
No, not necessary	0

How do you rate the workshop as a whole?

Excellent	18
Ok	7
Satisfactory	0
Sufficient	0
Not satisfactory	0

Qualitative questions (summary):

What did you like most of this workshop?

New ideas//get to know my colleagues much better//mix of the groups//new insights//management's readiness for change//vögl as a person-competent, calm...

Very interesting topics and solutions//a play to increase and secure hotel quality//togetherness...

What did you dislike?

conflicts within the groups (were however resolved) //all problems were not be solved...

What were your expectations prior the workshop?

communication//cooperation//quality improvement//to learn new things//to learn more about myself//lets talk about problems//first listen than decide//strengthen the teamspirit//at the beginning my expectations were low than rapidly increased during the workshop//improvement of working atmosphere....

What did you surprise most of this workshop?

open views and discussions// we can sell more internally//despite hefty discussions great team strength// better understanding for the others problems//lots of ideas which I can implement immediately...

interesting conflicts did come to surface//that a play can be used successfully for such complex hotel quality issue//the number of flaws in our diamond//varied and exciting...

open discussion about problems//group dynamics//ambition to win amongst my team mates//as a team we still have a lot ahead of us...

What are your personal thoughts of this workshop?

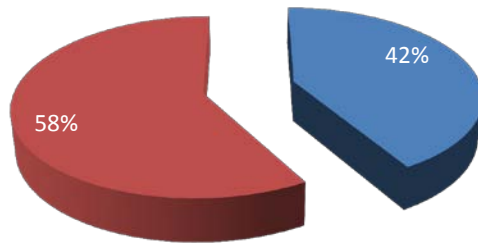
very interesting//emotional//simple and effective//very good way to resolve quality problems and find new quality ideas//informal with lots of fun...

my own motivation//I understand much better everybody's input to the hotel//the workshop is a sensational idea...

Which topic was missing or should be included next time ?

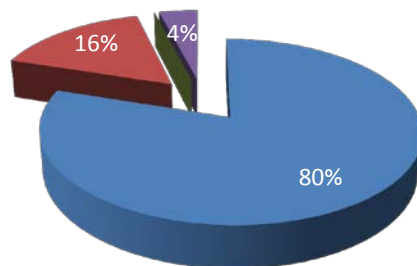
Communication "bottom up"//advertising//more staff for the hotel//meeting with the general manager//our vision....

How were your expectations met ?



■ My expectations were exceeded ■ My expectations were fully met

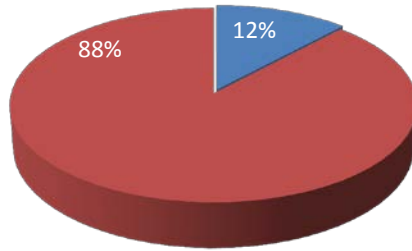
Has the workshop improved your understanding and appreciation for other hotel departments ?



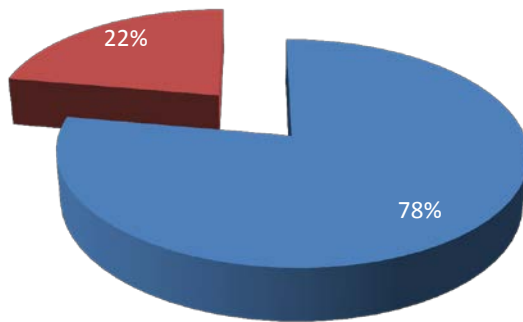
■ Yes, my understanding has improved significantly
■ Yes, my understanding has improved
■ No, my understanding has been improved only a little

How much of the experienced workshop content will you be able to include in your daily work ?

- Yes, I can use all of the content use in my daily work
- Yes, most of it
- Not really
- No, not at all

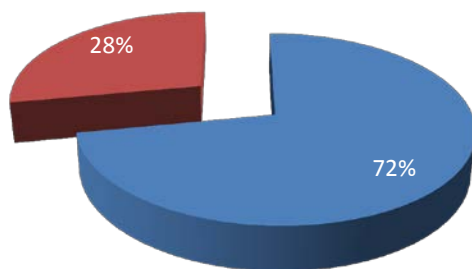


Would you propose to have of such workshops as well for other colleagues ?



- Yes indeed
- I am not sure
- No, not necessary

How would you rate the workshop in total ?



- Excellent
- Ok
- Satisfactory
- Sufficient
- Not satisfactory