

Travel & Leisure



Clients & Participants

Aquarius/Beckham Travel Service ♦ American Bus Association ♦ American Canadian Travel & Tours ♦ American Express Travel Services ♦ American Society of Travel Agents ♦ Arnold Freedman Management ♦ Back Bay Hilton Hotel ♦ Beacon Hotel Corporation ♦ Camp Sewataro, Inc. ♦ Calgary Tower Hotel ♦ Central Iowa Tourism Region ♦ Clay Auto Rental ♦ Corporate Services International ♦ Custer State Park Resort ♦ Delta Airlines, Inc. ♦ Eastern Airlines ♦ Festival du Voyageur Winnipeg ♦ General Cinema Theatres ♦ Grand Canyon Airlines ♦ Grand Circle Travel ♦ Holland America Line Westours ♦ Hotel and Restaurant Consultant ♦ Hub Ticket Agency ♦ Intrepid Sea. Air. Space Museum ♦ Isle of Capri Casino ♦ Joyce Chen's ♦ Legal Seafood ♦ Marriot Copley Place ♦ Mass. Bay Transit Authority ♦ Mississippi River Playground ♦ Motor Coach USA ♦ Mount Snow ♦ Nashville Convention Bureau ♦ National Car Rental ♦ National Leisure Marketing ♦ National Tour Association ♦ N.E. Adventures - Sky Diving ♦ Newport Yachting Center ♦ Overseas Adventure Travel ♦ Pennsylvania Aviation, Inc. w Radisson Hotel (Niagara Falls) ♦ Renault Winery ♦ Riteway Bus Service ♦ Royal River Casino (S. Dakota) ♦ Sheraton Boston Hotel/Towers ♦ Sheraton Sturbridge Resort ♦ Spirit Cruises ♦ Southeast Alaska Tourism Council ♦ The International Hotel of Calgary ♦ The Outrigger Resort ♦ U.S. Air ♦ U.S. Space & Rocket Center ♦ Vanguard Sailboats ♦ Vista/Monarch Group ♦ West Coast Video ♦ Westin Hotel

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What Participants Have Said!

The presenter was very knowledgeable!!! w I look forward to reading more of his work.

Pennsylvania Aviation Inc., Chester Pioluner, Chief Pilot

When I entered this course I had no idea how to address Employer/Employee relations effectively w This has given me the basis to approach employees with confidence and competence.

MBTA, William Navin, Inventory Analyst

This training has made me step back and look at not only my presentation over the phone, but how the customer will receive me w It has taught me to listen, ask question and handle the upset caller.

TravCorp, Inc., Francine Siffington, P/R administrator

Mr. Schwartz is very knowledgeable and presented skills very effectively w As a result, I will proceed more slowly (as a manager).

Riteway Bus Service, Steven Ludin, Manager

Andrew is a clear speaker and presents topics well w I learned that the key to successful management is the relationship between the employee and management and how to establish a stronger trust.

OK Grocery Company, Michelle Agostinelli, Traffic Analyst

Andrew presented many seeds that could take personal commitment to research and learn about my negotiating techniques and style - really gets you thinking about how to do it better and more effectively.

Grand Circle Travel, Rob Kelly, Vice President of Product Development