



Reviews from Andy's Travel/Hospitality/Event Keynote Programs:

"Andy did a GREAT job of integrating his trainings to ensure relevancy to National Hotel Association Executives. I was a bit nervous booking a trainer that I had never experienced firsthand however he came so highly recommended that it was worth the chance. He was a SMASH HIT with the Association Executives attending the seminar. He integrates humor in such a way that everyone is engaged from beginning to end. This was my first year as President of the organization and he made me look great. I will definitely use Andy for future trainings." - **Lisa Hamilton, President, Caribbean Society of Hotel Association Executives (CSHAE), after Andy's keynote program with attendees from 12 countries represented (USVI)**

"THANK YOU so much for being our keynote for the 2019 Convention Sales Professional International Annual Meeting! Your energy and enthusiasm were an amazing way to kick off the day. All of our attendees provided great feedback and felt motivated by your insights and experiences. I would love to work together again in future, please let CSPI know if there is anything you need!" - **Elizabeth Berry, President, Convention Sales Professionals International (CSPI)**

"THANKS so much for coming to San Francisco for our GBTA Education event. I received GREAT comments from many people about your presentation! I thoroughly enjoyed your presentation and it certainly applies to me. THANKS again and I hope to see you again!" – **Mark Ziegler, Vice President, Global Business Travel Association (GBTA)**

"We heard nothing but FABULOUS comments from the attendees who sat in on the sessions and I have no hesitation recommending you to any planner who might be looking for a speaker! You have been GREAT to work with and I hope our paths cross again in the future!!" – **Tamara Spude, CMP, ESPA Conference Committee, after Andy's keynote for the Event Service Professionals Association (ESPA) Conference in Vancouver, BC**

"There are certainly hundreds, if not thousands of presentations about the vital subject of leadership, but none are like Andy Masters' *'Leadership Lessons from Hollywood'*. Andy provides the PERFECT mix of video with storytelling and words of wisdom so that the audience member can walk away with an ACTION PLAN for leadership improvement. Andy's survey scores for this presentation were among the HIGHEST our group has ever given! *'Leadership Lessons from Hollywood'* is a STAR!"
(AND from John)...

Andy Masters' *'Kiss Your Customer'* program delivers on the popular theme of service in a totally unique way. Andy's engaging style keeps his audience hanging on every word while he winds his way through memorable stories to ensure that the lessons learned from KYC will not be forgotten! He brings a breath of fresh air to a well-worn, albeit critically important topic!"

- **John Longstreet, President & CEO, Pennsylvania Restaurant & Lodging Association (PA)**



"What ENERGIZING presentations you gave for our first Education Day! I heard such great comments about both of your sessions. I'm sure you'll be back in North Florida soon- -You were a HIT!" - [Kathleen Zwart, CMP, Meeting and Events Manager, and VP of Education, North Florida Meeting Professionals International \(MPI\)](#)

"Very inspirational - Thanks for the tips! I will implement 'The Box' & make sure I share this effective technique with others in my company who struggle with Work/Life Balance. You Are AWESOME!...Was that positive enough? : =)" - [Jessica Fiesta George, Regional Recruiting Supervisor, Enterprise Rent-A-Car \(FL\)](#)

"Andy Masters is an engaging and empowering presenter! His ability to maintain the attention of his audiences - utilizing humor and storytelling - enhances his important messages of customer service." - [Rich Maladecki, CEO/President, Central Florida Hotel & Lodging Association \(FL\)](#)

"Andy – The presentation was FANTASTIC – very insightful and yes funny!! Sometimes this group is tough but I think you really entertained all of us. I can see why you are so popular!" - [Kacey Lasczak, VP of Programs, CW Business Travel Association \(NY\)](#)

"Your presentation was enlightening for all of us in attendance! You took a very restrained topic and made it ENJOYABLE. I am confident that our group found your presentation practical and REFRESHING. We appreciate all your time and effort, and look forward to working with you again in the future!" - [Marcelle Jean-Michel, Event Coordinator, Hotel Human Resources Association \(FL\)](#)

“Andy played a HUGE part in the success of our Education Summit. Leading the session after lunch is not an easy task, but Andy’s enthusiasm, energy and audience engagement was a hit with both buyers and suppliers!” - [Michael Nelson, VP of Education, North Central Business Travel Association \(MN\)](#)

"A master at the art of communication to diverse audiences with humor and encouragement, Andy Master's twist on time gives the concept of balance a whole new perspective. From the highest level executive to the budding student, Andy's presentation transcend boundaries to offer all in his audience a customized vision and perspective of creating your future, thinking outside the box and adding MORE passion and happiness to ones life." - [Susan Greenberg, CMP, CASE, Past-President, MPI-Texas Hill Country \(TX\)](#)

"Thank you SO MUCH for being an integral part of a very successful South Florida Summit for the South Florida Chapter of MPI. Your warm enthusiasm for the topic held the audience's attention throughout. You delivered a lot of very useful information, but in such a way that it was easy for everyone to take it all on board without feeling overwhelmed. We wish you much success with the launch of your forthcoming book and thank you again!" - [Jane Telfer, CMM, CMP, Director of Professional Development, South Florida MPI](#)



"Real life experiences are often the best way to learn. Andy has the ability to take lessons learned in one area of life and apply them to a broad range of topics. In the end, Andy understands there are human emotions behind every decision; both in business and in our personal lives. He showed us there are simple things we can do to be remembered, even years after we've met someone. And, in the end, isn't being remembered what we all want?" - [Jesse Funk, VP of Education, Wisconsin Business Travel Association \(WBTA\)](#)

"Andy, THANK YOU for your ENERGETIC keynote presentation for the 2016 Keystone Innkeepers Assembly last week. We received GREAT feedback from everyone, and it was an incredibly POSITIVE way to kick-off our Conference! YEAH!!" – [Dee Fegan, Chair, Pennsylvania Association of Bed & Breakfast Inns \(PA\)](#)

“Andy’s presentation was not only educational, but also ENTERTAINING. He engaged the audience throughout the program and delivered content that EVERYONE in the audience benefited from. THANKS, Andy, for bringing little bit of Hollywood to The OC!!” - [David Jacob, CMP, President, MPI Orange County \(CA\)](#)

“Andy Masters truly has a gift to share! Our Executive Management /Administrative Team as well as the President of our private, member owned Country Club in South Florida were captivated by his dynamic and engaging presentation on “Leadership”. There were numerous complimentary remarks on how much they were impressed and touched by his lessons on leadership, work/life balance, managing stress, humor in the workplace and so many other ideas to inspire for a positive work environment. It gives me great pleasure to highly recommend Andy Masters to others.” - [Sandy Abbenante, Director of Human Resources, The Jupiter Island Club \(FL\)](#)

"Andy Masters was TERRIFIC - Fun, interactive, upbeat, right on target with taking us back to the basics of GREAT human interaction - face to face connections, making a difference each day for yourself and others." - [Bonnie Cunningham, Meeting Planner, PriceWaterhouse Coopers, LLP and VP-Monthly Programs - Westfield \(NY\) MPI](#)

“Andy was GREAT. In getting the message across to the group, Andy used humor throughout his presentation, which proved to be a very effective tool in keeping the audience engaged and off their phones for the duration of the meeting. I would recommend Andy HIGHLY and we would definitely look to have Andy back again!” - [Robert McKay, President, Connecticut Westchester Business Travel Association \(NY\)](#)

"Thank you so much for such a DYNAMIC and effective presentation! I am still hearing very enthusiastic feedback from our chapter members about your talk, and wanted to tell you that for me personally, it has made a huge difference in my focus. The exercises you had us do during your presentation caused me to realize that often I'm distracted and preoccupied when interacting with my family and my colleagues. Since hearing your presentation on work-life balance, I have been able to shift my focus; now I truly feel like I'm not "chasing so many rabbits" at once. I can't thank you enough for helping me see this!" - [Amy Erickson, Director of Professional Development, Rocky Mountain MPI \(CO\)](#)



"Wow Andy, you were GREAT. You really connected with the audience. Your interactive style was perfect with our group, and even more important the "takeaways" great. You got me thinking about what is important with life/work balance!" - **Mike Gonze, Past-President, MPI Pittsburgh (PA)**

"Andy was GREAT to work with and flexible enough to combine two of his most popular subjects into one for our group, while customizing for our audience and industry. His program was very dynamic and relevant to both sales and service professionals. Andy spoke at the end of the day which is possibly the toughest time to speak to any group, but Andy was able to energize us right away with his TERRIFIC sense of humor and relevant ideas. Thank you Andy for being our Conference keynote speaker!" - **Chester Gladue, VP of Member Services, Florida Business Travel Association (FBTA)**

"The 'Kiss Your Customer' presentation was a GREAT mix of back to basics, as well as sharing ideas to step outside our routine and comfort zone. I enjoyed Andy's engagement with the audience, and the personal relationship narratives to spark ideas in the workplace!" – **Darline Dondl, President, Hospitality Sales & Marketing Association International (HSMIAI) - Central Florida (FL)**

"We're SO pleased we invited Andy to speak to our group of Club Managers about Leadership. He presented strategic content in an engaging and conversational manner, with real life application suggestions. I looked around the room at one point and noticed that everyone was frantically taking notes. This is a rare sight with our group. Our attendees LOVED it, and everyone found something they will be taking back to their clubs and implementing immediately. I would absolutely ask Andy back to CMAA!" - **Kris Garner, President, Club Managers Association of America - Tennessee Chapter (TN)**

"Andy – THANK YOU for delivering your engaging message to the Auro Hotels Sales and Revenue Management Team during our Annual Conference. Having you kick off our Conference with your energetic and humorous approach got us off to a great start! The team shared with me some of the great takeaways they received from your message; Specifically your thoughts on first impressions, 15 minutes/15 dollars, having a great sense of humor and facing rejection, just to name a few. Thank you for crafting a message we all related to!!" - **Scott McDowell, Corporate Director Sales and Marketing, Auro Hotels (SC)**

"Just wanted to follow up and let you know how much our organization enjoyed and appreciated your presentation this week in Indianapolis at the C.A.R.E. annual conference. Your content was UNBELIEVABLY good. It was such a pleasure to have someone so engaging deliver a message that everyone needs to hear. Our Association members made a point to tell me how much they impressed with a unique view of the business and personal strategies they could apply to their lives so quickly." – **Jeff Ingram, Speaker Committee, after Andy's keynote for the 2019 Cooperative Association of Resort Exchangers (C.A.R.E.) Conference (IN)**



“Andy’s message was valuable to all in attendance from our association. His analysis of what is happening in present day business world was right on target. His recommendations of how managers should “manage” was something I wish all of the managers I work with could have heard. Andy did a great job keeping the audience engaged with just the right blend of humor and energy and of course movie clips. I also thought Andy’s presentation was very relevant to everyone in the room regardless of whether they were buyers, sellers or managers. I would definitely recommend Andy for your group!” –**Dan Wagner, President, Pittsburgh Business Travel Association (PA)**

“Andy, as a fellow member of the education committee, echo Jamie's comments. I also wanted to update you that I accomplished one of my goals. I have always wanted a convertible and the practical part of me had always won out when I have bought Toyota Camry’s and Honda Accords...not anymore! I am proud to say I bought a black BMW 330ci convertible 2 weeks ago and every time I see it, I grin from ear to ear. Now driving it is another story...every time I see a Honda accord...I downshift into 4th and Mario Andretti their practical *SS. Thankfully, Amanda!” - **Amanda Armstrong, CMP, Meetings Manager, St. Louis Area Meeting Professionals International (SLAMPI)**

"Hi Andy - First of all, from the entire SLAMPI Education Committee, let me tell you THANKS! You did a magnificent job with your presentation, and I wanted to let you see the article I wrote that will be published in our SLAMPI magazine next month. You really did a fantastic job and you should know, there have been a lot of good discussions and even better revelations. I have heard a number of people taking the initiative to do everything from start working out, changing their hair style, planning an international trip, enroll in school, buy a new "old muscle" car, finish their basement, clean their garage and even learn to ride and buy their very own Harley! That last one came from the girl who sat next to me at lunch. She had ridden dirt bikes as a kid and has been a passenger on motorcycles ever since, but she has always secretly wanted one of her own. Guess what? She wrote it down. She told people. It went to the top of her list. She already enrolled in - and passed - the riding course –and today she picks up her shiny black and chrome Harley Davidson motorcycle. I'll send you a picture of her with it later. You can just imagine how big her smile is, can't you? How's that for motivation and inspiration! That story just might even have to make it into your presentation. Hope you enjoy the article and I certainly hope I did you justice! If there is ever anything that we can do for you, let me know. Keep in touch and good luck in all that you do. Nothing like someone that inspires others!" - **Jamie O'Sullivan, CMP, The Boeing Company, and VP-Monthly Programs, St. Louis Area MPI**

“Andy Masters gave an uplifting, entertaining, and inspiring keynote presentation to kick off our 2018 Michigan Public Transportation Annual Conference! Andy coordinated his message well to fit our issues and kept the audience engaged. I have had many positive comments and several requests to have him return!” - **Clark Harder, Executive Director, Michigan Public Transportation Association (MI)**



“Andy was the PERFECT opening Keynote speaker to kick off our HSMIAI Chapter Leadership Conference. From the meeting planner side, he is a DREAM speaker! He is easy to connect with, took time to understand the audience, and was prepared to deliver an A+ presentation. There were moments of laughter, moments of ‘Ah-ha’, and his closing story was VERY impactful and actionable. We also worked with Andy to give each attendee an autographed copy of his book ‘Things Leaders Say’, as well!” – **Jenny Teeson, CHSE, Director of Chapter Management and Volunteer Experience, Hospitality Sales & Marketing Association International (HSMIAI)**

“THANK YOU so much for participating in our conference! I received lots of GREAT feedback on your presentation, especially on the Customer Service message!” – **Shari Farkas, Organizational Development, City of Las Vegas, after Andy’s keynote program for all City of Las Vegas employees (NV)**

Audience Comments from Andy's Keynote Program for the Florida Public Transit Association (FPTA) Conference

"Amazing Energy ... Amazing!! ...Awesome ...Awesome... Awesome.... Excellent... Excellent... Excellent presentation...Fantastic...Great...Great!...Great message...Great presentation ! Fabulous Energy !...Great presentation on true leadership...Great presentation!...Great presentation!!...Great presentation...Great program, thank you...Great session...Great speaking event...I enjoyed it. It was different and entertaining...It was great. Thank you...It was great...Love it!...Loved it...Loved it...Nice work!...Really enjoyed it. Thank you...Thank you...Thank you...Thank you...Thank you!...Thank you!!!...Thanks for a Super presentation!...This was an awesome presentation and I very much appreciate these materials. I will forward...Very good information...Very inspiring...Very inspiring, thank you Andy Masters!...Wonderful...Wonderful and insightful presentation."

Audience Comments from Andy’s Keynote Program for the Club & Hotel Controller’s Conference in Toronto (ON)

"Fantastic!...AWESOME!...GREAT session with a lot of stuff to take back....GREAT presentation of information.....Awesome.....Awesome!.....It was GREAT. Helpful.....Awesome and FRESH.....LOVED the movie clips to illustrate key points.....Very engaging!.....Thought provoking - mostly because the millennial struggle today reminds me of Gen X fears 25 years ago.....Awesome! Thanks!.....Awesome!!!!@@"