



Motivational Madness E-Newsletter

Quality Customer Service



Texarkana Hospitality Clinic

This past year, Paul has enjoyed presenting "It's Your Business - It's Your Name" to hospitality professionals throughout Arkansas. Thanks to a grant provided by the Arkansas Workforce Investment Board and a partnership with the Arkansas Hospitality Association & National Park Community

College, Paul conducted seminars throughout the state.

Each three-hour training consisted of educating and motivating individuals who represent the service industry of Arkansas. Reinforcing key concepts such as treating customers with the right attitude, maintaining a clean environment, and understanding the importance of communication all were fundamentals included in Paul's materials. Thanks to the excitement and support of each community agreeing to hold one of the trainings, over 3,500 Arkansans attended an event in their area.

Across the Globe

Paul recently returned home from Hong Kong where he had the privilege to speak to Dole-Hong Kong Ltd. Hosted by Ian Ng, Dole Asia Finance Director, Paul addressed employees on the topics of teamwork and motivation while stressing that each and every team member partakes in the success of the business and is equally important to the bottom-line. One of Paul's underlying themes emphasized that the enthusiasm and pride each employee puts forth daily is a direct reflection of the standard to which they hold themselves.



Paul with Ian Ng-Dole Asia

It was a true honor for Paul to have the opportunity to present his message to the employees of Dole Asia. He hopes to have the chance to return to Hong Kong in the future.

Vital Information

Website Update

At your convenience, please check out www.paulvitale.com for updates and additional information.

Did You Know?

Fifty percent of Kindergarten through 8th graders receive non-parental supervision after school. The three most common arrangements:

Center or school program 19%

Relative care 17%

Child self-care 14%

20 years ago, 5% of American kids were overweight; today 15% are, and another 15% are headed that way.

In 1969 80% of kids played sports every day; today 20% do.

By age 17, a child has spent 38% more time in front of the TV than in school.

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