

## What is the most exciting project PSBD has worked on?

There are three that immediately come to mind: (1) Working with The TPC division of the PGA Tour and learning how important service excellence is in creating the ultimate golf experience; (2) Working with DeKalb County Schools, the largest school system in the state of Georgia, and enlisting the involvement of all stakeholders (School Board Members, Administrators, Educators, Service Workers, Parents and Students) in driving a culture of service excellence; (3) Traveling to the U.K. to work with Hayley Conference Centres which is based in London, and seeing how The Six Principles is relevant in the global market.