

“On behalf of the RBI program, I would like to commend Destination St. Louis for the exceptional service they provided for our event, the Jr. RBI Classic presented by KPMG. Specifically, Sue Albers (our program manager) and Carol Weaver (our event dispatcher) went above and beyond to ensure that our needs were met.

From my first contact with Sue months prior to the event, she has been such a pleasure to work with. She really jumped in and took responsibility to learn all she could about the event so that she would be able to best meet our needs. Not only was Sue and her team extremely well prepared for the event, they were adaptable and willing to make even the most last minute changes when necessary. She really went above and beyond our expectations by attending our staff meetings and even greeting us with a welcome basket that was specific to our event. I cannot say enough about how welcoming and personable she was throughout our event, despite being off-site for most of it.

Carol was also enormously helpful throughout the event, despite the long days in the St. Louis heat in the presence of 200 excited kids. While we expected no more than to have her on-hand to coordinate bus arrivals and departures, she got involved with the programming beyond her duties, even developing relationships with the coaches and players that created a sense of familiarity and comfort for all of the participants. She maintained a high level of professionalism and a calm demeanor in even the most stressful and delicate situations.

Overall, the efforts of these two ladies created an environment in which we knew that our transportation would never be an issue. When tackling an event of this magnitude for the first time, it’s desirable to have a good comfort level with all services rendered throughout; Carol and Sue far exceeded this expectation and thus contributed to a successful event.

Please extend our appreciation to the entire Destination St. Louis team that made our event so wonderful for the kids. They contributed to a lifetime of memories for nearly 250 participants from all around the country, and we cannot say thank you enough.”

**-Jr. RBI Classic/Major League Baseball**

“I have not had a chance at this point to say thank you for a great job you did for us during All-Star Week. As mentioned to you during our meetings I do the majority of pre-planning but do not often get to witness first hand what actually transpires. I certainly do know that when my phone does not ring things are going as planned and as smooth as can be. My phone was certainly ringing during All-Star Week but none of those calls had anything to do with transportation, which may be first for All-Star Week!”

**-Major League Baseball**