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Service, Quality, Leadership and Teamwork underpin corporate success

Doug Lipp shares his experience with CESTATICKET

Caracas, March 2007. As part of the First Customer Service World Forum organized by *El Nacional*, Cestaticket Accor Services invited representatives of its prestigious customer companies to enjoy a Conference on “*The Magic of the Exceptional. Service, Quality, Leadership and Teamwork. Obstacles and Opportunities*” given by *Doug Lipp*, world-renowned head of training at Disney University and author of many books on corporate subjects, an internationally-acclaimed expert in the fields of service, leadership and diversity. His meeting with managers and executives allowed him to share his tips on the strategies of large business organizations and the perfect tools to guarantee customer satisfaction, with a view to making our businesses productive and successful.

One of Lipp's basic tenets is “doing ordinary things in an extraordinary manner”: even small details will make a difference in the quality of the service provided, giving us a sustainable edge over our competitors.

The author also points out the need for good communications, teamwork, constancy and discipline. All these concepts will help create a corporate culture, designed on a global scale and applied locally, that will allow us to push back our borders and open up business opportunities.

Finally, *Doug Lipp* stresses the value of learning from your mistakes. "Even monkeys fall from trees," he says, "but what's important is to embrace change, innovation and creativity, in a balanced act of art, science, skills and attitude.

This invitation from Cestaticket Accor Services was yet another activity designed to continue providing the best service to customers and affiliates, ***giving you the best.***

CESTATICKET Accor Services C.A., a pioneering company and number one in Venezuela, is part of the French Accor Group, in partnership with Grupo Mercantil. With over 15 years' experience in this country, CESTATICKET has over 10.000 customer companies, 900.000 direct beneficiaries and 45.000 affiliated establishments throughout the country.

In addition to Ticket Alimentation®, the leading voucher in both paper and card form for the purchase of meals or food products, it offers companies a wide range of solutions such as *Ticket Cestaticket®*, *Ticket Restaurante®*, *Ticket Juguete®*, *Ticket Guardería®*, *Ticket Gas®* and *Ticket Compliments®*.