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Dreyfous receives 'thank you' for its service

By CB STAFF

Dreyfous Professional Training Center has recently proved its state-of-the-art conference facility is what companies need to conduct their business needs. This past October, Dreyfous hosted Wal-Mart and Sam's Club at its facility. Wal-Mart contacted the training center to proceed with the company's first "Blue Vest Training" seminar. Dreyfous Vice President Enery Ortiz said soon after the event she received a letter of thanks from the multinational company, which indicated it will continue to do business with Dreyfous. Janice Rodríguez, an associate buyer for Sam's Club, wrote to Ortiz that "the experience at their facility was very pleasant" and "thank you for your attention and patience with us; you surpassed our expectations." Rodríguez went on to say that they will definitely return to use Dreyfous as a resource.

Ortiz says they will be working on new ways to improve the service the company offers its existing clients as well as to attract prospective ones. She says that by gradually adding new and better services to its facility, the company in a way is giving back to its clients for confiding in them for their business needs. She says Dreyfous has added more parking to the establishment thanks to an agreement with the Hacienda Country Club. "This will allow us to add 200 parking spaces to the 80 physically available at our facility," added Ortiz. They also plan a shuttle service to and from the new parking lot. Ortiz says the shuttle has a capacity for about 25 people per trip.

The Dreyfous VP added they have included a new lighter menu to complement their existing one. "Our new light menu consists of sandwiches, salads, wraps and fruits...a nice change from our current heavier menu, which has 22 alternatives," she says.

Dreyfous also wants to improve its ambiance for the benefit of its clients. "We want to have nice gardens, an amphitheater, a better video conference room and, in the future, a place for clients to stay overnight. That is only a thought right now, but we are looking into it," says Ortiz.

Among the other services Dreyfous offers are educational seminars, Internet Service Provider (ISP), Integrated Technology Solutions and Web page creation.

Ortiz said Dreyfous is unique in that it offers individual solutions for each of its clients. "For example, training programs for fast-food restaurants are different from

those for other industries and they have specific needs for employee certification and training,” she said. “Furthermore, conducting the trainings outside of the company cuts down on outside distractions, motivates the employees and makes them more responsive to the training without routine office distractions,” Ortiz added. No matter where companies choose to do their training, it must be a place that can positively influence the training. “All employees of Dreyfous Professional Training Center offer our clients special and professional treatment and service.”