

Capability and Qualifications

- Training Programs
- Seminars and Workshops
- Professional and Executive Coaching
- DiSC Profiles
- Organizational Assessments
- Consultancy



Soaring Eagle Enterprises, Inc.

P.O. Box 35707
Las Vegas, NV 89133
(702) 242-9080
800-345-9361

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Company Profile:

Soaring Eagle Enterprises, Inc.
No DBA's.
S Chapter Corporation-State of Nevada-April 10, 1996
Business Started-July, 1992
Woman Owned-Non Certified
SBA Small Standard by Employee and Revenue

Address and Contact:

P.O. Box 35707
Las Vegas, NV 89133

Main Number	(702) 242-9080
Toll Free	1-800-345-9361
Emergency	(702) 497-0210

Web and Email:

E-Mail information@soaringeagleent.com

Internet/Web <http://www.soaringeagleent.com>

License Information:

Tax Payer ID Number
State Sales Tax
State Business License
City Business License

DOD Cage Code
DUNS Number
Applicable SIC Codes
NAICS Codes
NCIC Security

7389, 8244, 8299, 8331, 8732, 8742, 8748
611430, 541612
High and Secure High





Contacts:

Tim Schneider	President, Project Lead and Senior Facilitator PhD., MBA, BS 15+ years-Leadership, Teamwork, Customer Service and Professional Development t.schneider@soaringeagleent.com
Linda Florence	Vice President, Senior Facilitator and Presenter PhD. Candidate, MS, BA 10+ years-Security. 5+ years Leadership and Teamwork Development l.florence@soaringeagleent.com
Terri Harmon	Vice President, Relationship Director BA 5+ years-Teamwork and Customer Service Development t.harmon@soaringeagleent.com
Phillip Hollon	Senior Presenter and Facilitator BA 10+ years-Human Resources and Customer Service Development p.hollon@soaringeagleent.com
Michele Blackwill	Presenter MPA, BA 5+ years-Security, Human Resources and Customer Service Development m.dunder@soaringeagleent.com
Michelle O'Hala	Presenter BA 5+ years-Customer Service, Teamwork and Leadership Development m.ohala@soaringeagleent.com

Required Relationships:

Attorney of Record	Jim Ordowski
CPA/Auditor	Coffey and Rader-John Rader
Public Relations	F/F/E and Associates
Depository Institution	Bank of America NA
Insurance	The Hartford (\$2MM/\$2MM)

Memberships and Affiliations:

American Society for Training and Development
Society for Human Resource Management
International Association of Facilitators
National Speakers Association
American Society for Industrial Security
American Society for Law Enforcement Training
American Psychological Association
International Coaches Federation

Certifications:

Soaring Eagle Enterprises certifies the following:

1. They are a corporation in good standing with all required licenses applicable to the State of Nevada.
2. They possess professional liability insurance in the coverage amount of \$2,000,000.00. (May, 2007)
3. They have not been disbarred from any government entity work and are eligible to perform work for federal, state and local government entities and that they are not party to any legal action or arbitration.
4. They are not the subsidiary of any other corporation.
5. That Tim Schneider is the president of the company and authorized to conduct business on behalf of the company.
6. No employee of Soaring Eagle Enterprises is an employee of the organization in which the work will be performed and that no money was paid to secure such engagement.
7. All team members of Soaring Eagle Enterprises are authorized to work within the United States.
8. No work will be sub-contracted to other entities.
9. EEO and Affirmative Action statements of policy are on file.
10. All FAR provisions have been completed and are accurate.





The below is a listing of previously completed contracts with public sector and governmental entities:

Federal:

United States Environmental Protection Agency
United States Department of Energy
United States Bureau of Reclamation
Federally Employed Women
Federal Executive Association

State:

State of Nevada
State of Arizona
State of Wyoming

Local:

City of Henderson
City of North Las Vegas
North Las Vegas Police Department
Henderson Police Department
Boulder City Police Department
Clark County Department of Aviation
University Medical Center

Education:

College of Southern Nevada
University of Nevada Las Vegas
Weber State College
Clark County School District

Company Overview:

Whether you are looking for a highly impacting **customer service** training program, an interactive **team building** session or a transformation from management to **leadership**, Soaring Eagle Enterprises is your one stop headquarters for the highest value, greatest impact and most entertaining programs available. Seminars, workshops, customized training and much, much more.

Committed Only to Your Success. Our slogan. We live it.

Since 1992, Soaring Eagle Enterprises has been delivering memorable and content rich training programs to a wide variety of industries. Real skills delivered by the best professionals in the country is what has made Soaring Eagle Enterprises a widely recognized leader in training, seminars and professional development solutions. No canned slide shows here. Just the most effective skills for the modern working environment. Let Soaring Eagle Enterprises provide you with the competitive advantages for your customer service professionals, team members or executive leadership.

Soaring Eagle Enterprises is proud of being different. Proud of being the best value. Proud of having the best programs. Proud of being an industry leader.

Balance of Practical and Academic- Our programs are designed using strict standards for academic research balanced with practical, been there/done that, experience. The skills and techniques that we provide work in the working environment.

Cutting Edge Material and Techniques- Constant research and being in touch with the practical applications in industry insure that our programs have the highest impact and most current information.

Customized Training Manuals and Resources- We offer customized training manuals as a reinforcement technique for all programs. This is a proven method of keeping skills active. All of our handouts and completion certificates can also be customized.

Certified and Affiliated- Our team is comprised of full-time professionals that have completed rigorous training, certification and coaching prior to working with our client/partners.

Experienced- Thousands of hours, thousands of businesses, organizations and governmental agencies.

Committed to Your Needs and Objectives- Programs created for your needs and presented in your convenience.

Dynamic and Fun- No apology. No matter what the subject, we will make the learning environment fun, exciting and inspiring.





Services:

Training-Customized or Standardized, Interactive Seminars and Workshops

- Supervisory Leadership
- Management Leadership
- Executive Leadership
- Customer Service Excellence
- Customer Service Management
- Teamwork and Team Building
- Conflict Resolution
- Communication Skills
- Business Success Skills
- Diversity
- Human Resource Excellence
- Human Resource Management
- Time Management and Personal Excellence

Facilitation Services

- Strategic Planning
- Best Practice Sharing
- Partnering

Retreats

- Teamwork and Team Building
- Leadership Development
- Strategic Planning

Coaching and Mentoring

- Leadership Development
- Professional Development
- Intervention and Performance

Corporate Universities

- Extended Program Delivery
- Content Management and Partnering
- Delivery of Existing Programs

Speaking and Conferences

- Breakout Sessions
- Keynotes
- Workshops and Seminars

Consultancy

- Talent Management and Engagement
- Change Management
- Organizational Culture and Growth
- Strategic Development

Products:

Personality Profiles and Assessments-Web Based and Paper

- DiSC Classic, 2.0, and Phrase
- DiSC Personal Profile System
- ED Management
- Personal Listening
- Discovering Diversity
- DiSC Indra
- Team Dimensions
- Time Mastery
- Work Expectations
- Coping and Stress
- Dimensions of Leadership
- Group Culture
- Team Views

Organizational Assessments

- Culture and Climate Assessment
- Leadership Competencies and Roles
- Full View Performance and Behavior



Brief Biography: Tim Schneider

Tim Schneider is the President and founder of Soaring Eagle Enterprises, Inc. His mission, as well as that of his company, has always been *"Committed Only to Your Success."*

Over the past fifteen years, Mr. Schneider has become one of the most sought after speakers, instructors and professional facilitators in the nation. Renowned for both his style and the content of his messages, Tim delivers powerful messages about customer service, team work, leadership, communication and personal success. Stylistically, he brings an unparalleled enthusiasm, passion and power to his speaking and teaching which always infects his audience. His love of teaching and speaking becomes obvious within the first few minutes of each presentation. Equally obvious is his sense of humor and desire to make each session enjoyable and fun. You will also quickly see that Mr. Schneider never reads from a script and is very animated and in a constant state of motion while working.

Author of both **Providing Superior Customer Service** and **Follow Me, I am the Leader**, Mr. Schneider is currently nearing completion of his third work, **The Zen of Service**. He is also a member of the adjunct faculty for the University of Nevada, Las Vegas and the Community College of Southern Nevada and his professional accreditations include the American Society for Training and Development, International Speaker's Association, International Association of Facilitators, Society for Human Resource Development and Institute for Adventure Learning.

Prior to becoming an instructor, facilitator and speaker, Tim was a senior executive for several major financial service providers in the southwest. He holds a doctorate in Organizational Development, a masters degree in Business Administration from Arizona State University and a cum laude bachelors degree in Finance from the University of Wyoming. Personally, Mr. Schneider is married and is the father of two children. He is also the step-father to Smokie, Scooter and Sammy the Dachshunds.



Brief Biography: Linda Florence

Linda F. Florence is a talented and dynamic instructor specializing in human resource management issues including hiring, disciplinary practices, policies, compensation and retention strategies. She has over 17 years of senior management level experience in the hospitality, financial services, retail and banking industries.

Highly competent, approachable and affable are among the many reasons that **Linda** is a senior and lead trainer for **Soaring Eagle Enterprises**. **Soaring Eagle Enterprises** is a full service training and professional development firm with headquarters in Las Vegas. They specialize in fully customized training, seminars and workshops for customer service, team building, leadership, communication skills and human resource management. They are also a registered distributor for the DISC personality profile series.

Prior to working with Soaring Eagle Enterprises, **Linda** was the instructor at several community colleges and universities. **Linda** has a Masters of Science in Psychology and has earned an undergraduate degree from George Mason University in Government and Politics. She is also seeking a doctoral designation from Capella University and has completed numerous post-graduate work in conflict management, crisis management, workplace violence and business continuity. **Linda** is an active member of the Southern Nevada Human Resources Association, Society for Human Resource Management and the American Psychological Association.

In addition to her expertise in human resources, **Linda Florence** is a widely recognized expert in the security and fraud fields. She holds the professional designation of Certified Protection Professional and Certified Fraud Examiner and is a member of the National Professional Certification Board of Directors as a Vice President. She is also a national board member of the American Society of Industrial Security and teaches white collar crime at California University of Protection and Intelligence Management.

Linda is a native of Alexandria, Virginia and has also lived in Charlotte and Boston prior to relocating to Las Vegas. **Linda** is married and is the proud caregiver for Altar, the wonder dog.



Brief Biography: Phillip Hollon

Phillip Hollon is a very enthusiastic, vibrant and dedicated instructor for **Soaring Eagle Enterprises**. He received his Bachelor's degree in Speech Communication from Colorado State University, Fort Collins. After graduation **Phillip** relocated to Chicago, Illinois and developed an extensive background in Customer Service, Training and Development, Labor Relations and Compensation and Benefits.

Phillip moved to Las Vegas in 1996 and continued to develop his knowledge and skills in the field of Human Resources. He is certified by the Human Resource Certification Institute as a Senior Professional in Human Resources (SPHR). **Phillip** is a member of the Society of Human Resource Management.

Phillip has more than 18 years of management and supervisory experience. He is very involved with non-profit agencies and is a Trustee and Executive Board Member for a non-profit corporation. **Phillip** enjoys interacting with city, county and state officials on community issues.

Brief Biography: Michele Blackwill

As an instructor for **Soaring Eagle Enterprises**, **Michele Blackwill** brings not only advanced academic preparation, but also significant professional experience. Michele has earned her undergraduate degree in Criminal Justice from Stonehill College and her graduate degree in Public Administration from Framingham State College.

She has more than 10 years of experience in business, teaching, security and law enforcement. **Michele** has worked for such corporations as Coca-Cola, Norfolk County Sheriffs Office, Mass Trial Court Probation , the Venetian Resort Hotel/Casino and Clark County Nevada.

Michele is a native from Boston Massachusetts and relocated to Las Vegas in 2000 (watch for the accent!). An important aspect of her life is family, **Michele** is a proud mom of her two year old son, Zachery. When she has time outside of her commitments, she enjoys equestrian sports and spending time with her champion Thoroughbred.

Brief Biography: Michelle O'Hala

Michelle O'Hala has an enthusiastic style and a passion for teaching. Michelle has more than 12 years experience in management, sales and marketing. She has worked in the hospitality industry and banking. **Michelle** is also involved in the Las Vegas Hospitality Association, National Association of Catering Executive and the American Marketing Association.

Michelle is originally from Michigan, she has lived in Palm Beach, Florida, Atlanta, Georgia and has called Las Vegas her home for the past 9 years. She is the proud mom of her two sons, Miles age 6 and Max age 4. She is involved with the boy's soccer team. She enjoys Yoga and has studied Ashtanga Yoga for over 3 years. Michelle also likes to play tennis and beach volleyball. Eating Sushi is an every few day occurrence for her.





References

Mr. Steve Forst
Manager of Training and Organizational Development

City of Henderson

(702) 267-1927

- Supervisor Development
- Management Development
- Customer Service
- Teamwork and Team Building
- DiSC Profiles
- Executive Coaching

Mr. Ed Martin
Director of Human Resources

HMS Host

(702) 261-4367

- Supervisor Development
- DiSC Profiles
- Retreat
- Teamwork and Team Building

Mr. Peter McCann
Principal Management Analyst

Clark County Nevada

(702) 668-8057

- Supervisor Development
- Teamwork and Team Building
- Retreats
- DiSC Profiles
- Organizational Development Consulting
- Executive Coaching

Ms. Donna Barricklow
Director of Human Resources and Admin.

Sands Expo Center

(702) 733-5445

- Customer Service
- Supervisor Development
- Teamwork and Team Building
- Video Program Production

Ms. Candia Ferrandiz
Coordinator-Continuing Education

College of Southern Nevada

(702) 651-4059

- Business Management
- Human Resources Development
- Customer Service
- Leadership Development

References

Ms. Angela Velez
Pete King Corporation
(702) 657-1102

- Customer Service
- Teamwork and Team Building
- Communication Skills
- Supervisor Development

Ms. Jennifer Kelsey
Regional Manager
Nevada State Bank

- (702) 228-1597
- Leadership and Supervisor Development
 - Customer Service
 - Teamwork and Team Building

Ms. Rebecca Lee
Vice President and CFO
Healthcare Partners of Nevada
(702) 932-8520

- Leadership Development
- Executive Coaching

Mr. Dennis Rowan
Training Manager
North Las Vegas Police Department
(702) 633-1400

- Supervisor Development
- Management Development
- Success Skills
- Executive Coaching
- Diversity Programs
- Teamwork and Team Building





References

Manufacturing, Utilities and Industrial	Development and Construction	Professional Services and Technical	Organizations
Nevada Power Company	Del Webb Corporation/Sun City Communities	Farmers Insurance	Federal Executive Board
Berry Plastic	Northern Pipeline Construction	Sierra Health Services/HPN	National Association of Purchasing Managers
Pepsi	KB Homes	Signature Flight Support	Catholic Charities
Enviro-Tech International	Real Homes by Centex Homes	ViaWest Internet	Federally Employed Women
Adtranz-A Chrysler Benz Company	American Asphalt and Grading	Valley Health System/ Valley Hospital	Consumer Credit Counselling
TRW Environmental Systems	Sienna/Sunrise Colony Companies	ConAm Management	Community College of Southern Nevada
Sobel Westex	DuPont Residential Flooring	Data Card Corporation	University of Nevada, Las Vegas
Se-Pro Corporation	Pete King Corporation	Desert Radiology	United Blood Services
NOS Communications	Phoenix Gunitex	The Freeman Companies	Association of Records Managers
Ethel M. Chocolates	Pulte Homes	Life Care Centers	American Society for Industrial Security
....and many more.			

Government	Hospitality and Tourism	Automotive, Retail and Transportation	Financial Services
United States Environmental Protection Agency	Mirage Resorts	Harley Davidson	Wells Fargo
Bechtel Nevada	Venetian Hotel and Casino	Walmart	Bank of America
E G and G	MGM Grand Hotel and Casino	Delta Airlines	Citibank
United States Department of Energy	Station Casinos	Cashman Cadillac/Cadillac of Las Vegas	Sunterra Financial Services
United States Air Force	Ameristar Casinos	National Airlines	Nevada State Bank
City of Las Vegas/Clark County Library District	Showboat Hotel, Casino and Bowling Center	M and M World	Nevada Federal Credit Union
City of Las Vegas	Si Redd's Oasis	LSG Sky Chefs	Household Credit Services
Clark County Nevada	Boyd Gaming Corporation	Jitters Gourmet Coffee	Ford Motor Credit
City of North Las Vegas	Caesar's Palace	Gaudin Porsche Jaguar	First American Title
State of Nevada	Classic Residence by Hyatt	Fletcher Jones Mercedes	Aames Funding
	Tropicana Resort and Casino	Galaxy Long Distance	FirstPlus Bank
	Silverton Hotel and Casino		
....and many more.			



References

<p>Tim is an instructor who believes in the student's ability to excel. Ely Simpson Spring Valley Hospital</p>	<p>Excellent program. I learned a lot. Teresa Zellhoefer Nevada Gaming Commission</p>	<p>Phillip was a great instructor. He kept our full attention at all times. I have suggested to send several others to this program. Joan Johnson Silver State Bank</p>
<p>The material was very informative and well presented. Both Linda and Michele were excellent teachers and made the class enjoyable. Bob Walton Switch Communications</p>	<p>I really enjoyed this course. The class environment was comfortable which enhanced learning. The instructors are great and a wealth of knowledge. Greg Damarin Metropolitan Police Department</p>	<p>I absolutely loved it. Looked forward to coming to class each week. As always, Tim was completely entertaining. Kresta Barney Claims Servicing of America</p>
<p>The presenters are awesome. Tim and Linda know the material and present it with passion. Nick Monreal North Las Vegas Police</p>	<p>Tim keeps your interest and makes the class entertaining. Tony Vito Mandalay Bay Group</p>	<p>Great presenters. Definitely know their material. Colleen Lohide Hard Rock Hotel and Casino</p>



The best customer service program I have been to and it was done with the most excitement I've seen.

Susan Allen
Astoria Homes



<p>Linda was very enlightening. Not a disappointing moment and being able to discuss your experience was fantastic. She did an excellent job. Cory Motis Bechtel Nevada</p>	<p>Tim is definitely the strong point. He is a great speaker and well organized. Rosalei Rather Vision Air</p>	<p>I enjoyed the program very much. Tim is dynamic and fun. I would recommend any class he is teaching. Jami Larsen Fair, Anderson and Langerman</p>
<p>I was very impressed with Tim and his presentations. He showed great vision and tone setting. I also like his presentations and the team building exercises. Ashley Barker Flamingo Hilton</p>	<p>Linda makes the class and learning environment comfortable and fun. Kay Eatmon Camden/Oasis Properties</p>	<p>Tim is an excellent teacher. Mr. Schneider taught that people who are consistent and persistent become successful. Great class. Eugenia Schiebel Bank of America</p>
<p>I thought that Tim made the class very fun and exciting. I would love to be in another class of his. He is awesome. David White GES Exposition Services</p>	<p>Tim is an excellent presenter who just grabs hold of your attention. He allowed a nice mix of personal stories, questions, exercises and reading to make the points. Lynn Romano City of Henderson</p>	<p>Both Linda and Michele are fantastic and knowledgeable. James Poindexter Comanche Nation College Lawton, OK Police Dept.</p>



References

Every moment was intense and very informative. Rest assured, I will and have been using everything I learned.

Patricia Matysiak
Centex Homes



<p>Tim is very energetic and easy to listen to. Reminded me of some things I need to change right away.</p> <p>Christ Wilener Del Webb Corporation</p>	<p>Phillip was a great teacher.</p> <p>Diana Bearden Smith's Food and Drug</p>	<p>Linda was a very energetic presenter and has a lot of insight into the human resources world.</p> <p>Courtney Wright Sallie Mae</p>
<p>I thoroughly enjoyed the program and Tim. Tim brings so much enthusiasm to class. I will be attending more.</p> <p>Susan Penrod Nevada Power Company</p>	<p>Thought it was great. Tim really makes the class fun and makes you want to come back.</p> <p>Todd Griesman Firestone</p>	<p>Phillip is a great presenter. His greatest strength is getting his students involved.</p> <p>Olga Duke Silver State Bank</p>
<p>Tim is a very eloquent person and I'm sure I will set goals of my own customer service</p> <p>Michael L. Hunter Jr. Sherwin Williams Paint</p>	<p>Overall outstanding! I have raved about this course to both my supervisors and those who report to me. I have suggested it to all of our managers to attend. Tim, I have found you an inspiration. Thank you.</p> <p>Martin Brennan MGM Grand University</p>	<p>Wow! I am so happy to see us going this way and it is obviously because of Tim and Linda's huge influence. Keep coming to us.</p> <p>Tiffany Morey North Las Vegas Police Department</p>

