DIAMOND-LEVEL READERS' CHOICE AWARD WINNER

AKAM ON-SITE, INC. SUSAN FITCH, PRESIDENT

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4. Background Info: I have been in the management industry for three decades. Prior to joining AKAM On-Site, I served as Executive Director and Director of Training for the Sheraton, Starwood and The Atlantis Paradise Island organizations. At AKAM On-Site, I inaugurated the position of Vice President of Service Excellence.

5. Years in Industry: I have served in the management industry for more than three decades, first in the hotel and hospitality management sector, and now in residential property management.

6. Area of Service: My passion lies in elevating the service industry as a whole and continuing to define what it means to deliver exceptional service to all of AKAM On-Site's valued clients. I continue to transfer successes from my hotel and hospitality management experience to my current role as AKAM On-Site President by introducing gold and five-star hospitality service standards, such as concierge programs, to AKAM On-Site's managed associations.

7. Achievement you are most proud of? During my first year as AKAM On-Site President, I was gratified to be able to accomplish the initiatives of my ambitious business plan. Working together with AKAM On-Site's top-notch team of residential management experts, we streamlined several core processes that resulted in enhanced client financial services, community outreach, employee training and support, and human resources functions.

8. Business philosophy: My business philosophy is simple: Deliver exceptional service to our employees—the ones who serve our clients—and our clients will bring us success. I have lived by this philosophy with great success when building teams, departments, and companies. Ellsworth Sattler, known as the father of hospitality, wrote, "Hire the fellow that smiles easily and often, get rid of the grouch...send him to the competition." And I add, "Always remember to say, 'Thank you.'" ■