



Global Leadership, Inc.
and
Chick-fil-A, Inc
present a participatory interactive 2-day seminar

Great Service 2013: Components of Success in the Service and Hospitality Industry

April 23-24, Lviv, Ukraine

Company Profiles:

Global Leadership, Inc.

United States NGO formed to impact the personal and professional lives of business and community leaders by teaching leadership, best business practices, and planning strategies, all from an ethical foundation based on historical Christian values. For the last nine years Global Leadership has conducted symposiums throughout Ukraine, encouraging emerging leaders and the formation of strong businesses and community organizations.

Chick-fil-A, Inc.

Atlanta-based Chick-fil-A, Inc., the United States of America's second-largest quick-service chicken restaurant chain (based on sales), currently has more than 1,340 restaurants in 37 states and Washington, D.C. The company reported 2007 year-end sales of US\$2.64 billion, which represented a 16% increase over the chain's 2006 performance. In 2011 sales exceeded \$4.1 billion. More information about Chick-fil-A, Inc. is available on the chain's website, located at www.chick-fil-a.com



U.S. Team Profiles:



Jesse James is Founder and President of **Global Leadership, Inc.** Jesse has been traveling extensively throughout Ukraine, Russia and Belarus since 1992. He has visited over 60 cities during his travels as an educational consultant to the Russian Federation for Supplemental Education before founding Global Leadership in 1997. Jesse had previously served for three years as vice president and co-founder of the manufacturing export business in Ukraine shipping products to the United States. Presently he devotes all his time to Global Leadership and bringing teams of Western business people to Ukraine. **Carolynn James** serves in the capacity of Symposium Administrator, Project Manager and assists her husband, Jesse, with various administrative details. She works out of the Global Leadership, Inc. office in Atlanta, Georgia and serves as counselor and advisor to many with per problem solving skills. Carolynn founded and directed a women's organization in Atlanta which served more than 200 women by training and encouraging them in the skills of mothering, home making and balancing of professional and private life. Carolynn is the mother of four, and grandmother of ten.

Wayne Hoover – Senior Director of Fields Operations, Coastal Region, Chick-fil-A, Inc.



Wayne Hoover is a graduate of the University of Georgia with a Bachelor of Arts in Journalism and holds a Masters in Business Administration from Kennesaw State University. Wayne has spent 27 years with Chick-fil-A: 2 years as a restaurant team member, then 4 years as an Operator, 10 years as a Business Consultant, and 11 years as Director of Field Operations. Currently Wayne is serving franchisees in the Coastal Region (Chick-fil-A locations in Alabama, Florida, Louisiana and Mississippi). He and his wife Robin reside in Powder Springs, Georgia and have two children: daughter Wrenn and son, Grant. Coach of a youth baseball team, Wayne is also an avid runner and has completed two marathons and 14 half marathons. He also serves on the Board of Directors of Global Leadership.



Mark Walker – Senior Management Consultant, Piedmont Region, Chick-fil-A, Inc.

A native of Atlanta, Georgia, Mark is a graduate of Georgia State University with a Bachelor of Business Administration degree in Marketing. He started his career with Chick-fil-A 30 years ago as a Restaurant Team Member before joining the Corporate Staff. He is currently serving as both a business consultant in the Piedmont Region, primarily supporting restaurants in Arkansas, Missouri, Tennessee and Mississippi, and as a Team Leader for one of the franchisee support consulting teams. Mark enjoys photography, traveling and many sports including running marathons

Rob Morris – Chick-fil-A Owner/Operator

Rob Morris began his career with Chick-fil-A as a team member in 1992. After working as a manager while attending Florida State University, he went on to become an Owner/Operator at the age of 22 and served in Midland, Texas and Smyrna, Georgia, before moving to West Palm Beach, Florida, where he operates two free standing Chick-fil-A units. In 2009, Morris won the company's prestigious Champion's Club distinction, which recognizes growth in sales and profit. His unit has produced five Owner/Operators and supports education by partnering with local schools. Morris has also endowed a leadership scholarship at Palm Beach Atlantic University. Morris and his wife Jennifer have three children: R.J., Megan, and Allie. He enjoys golfing, coaching youth basketball and lacrosse, and following the Florida State Seminoles. He also serves on the Board of Directors of Global Leadership. Morris has made five previous trips to Ukraine with WinShape International.



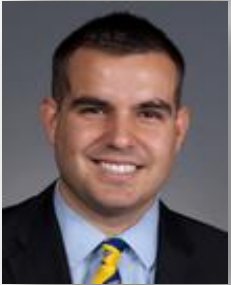
Jill Adams – Marketing Consultant, Southwest Region, Chick-fil-A, Inc.

Jill was born in Atlanta, Georgia and attended Mercer University. She worked as a Technology Project Manager for PricewaterhouseCoopers before joining Chick-fil-A five years ago as a Project Manager for business development projects such as gift cards, catering, etc. She then assumed new responsibilities a year ago as Marketing Consultant in the Southwest Region. Jill enjoys photography, painting and outdoor activities and has coached youth cheerleading and gymnastics for ten years.



Mark Cabrera – Chick-fil-A Operator

A native of Central Florida, Mark is a graduate of Palm Beach Atlantic University with a Bachelor of Science degree in Marketing. He spent three years as a restaurant team member before joining the Corporate Staff as an Interim Manager. He is currently serving as Operator of Glenbrook Square in Fort Wayne, Indiana. Mark enjoys spending time with his family, watching college football, exercising and traveling. An avid soccer player, he enjoys playing in area leagues and coaching local youth teams in his free time.



Ashley Derby – Chick-fil-A Owner/Operator

Ashley Derby opened Chick-fil-A's first unit in Los Angeles, California, in 2011. Before becoming an Owner/Operator, she served as a team member since the age of 15 and then at the company's corporate headquarters in the Field Operations Department. Her unit won the company's 2012 "12 Days of Christmas" sales contest, and they remain active in their community by donating food to local charitable organizations. Ashley is a graduate of Spellman College with a Bachelor's Degree in Economics, and remains active in its National Alumnae Association and in the Los Angeles chapter of Alpha Kappa Alpha Sorority, Inc. Ashley has recently celebrated 2 years of marriage with her husband Brian, and enjoys cooking, traveling, and snowboarding.



Jeremiah Cillpam – Chick-fil-A Owner/Operator

A native of Greensboro, North Carolina, Jeremiah started his career with Chick-fil-A as a restaurant team member 8 years ago as a senior in college working for Rob Morris. Upon graduating, Jeremiah joined Chick-fil-A's Corporate Staff as a Grand Opening Supervisor to help with Chick-fil-A's expansion into the new market of California. In 2008, Jeremiah became the Operator of his first Chick-fil-A restaurant located in Boynton Beach, Florida. In 2010 he moved to Los Angeles to open the city's first Chick-fil-A restaurant. Now the Owner/Operator of The Hollywood Chick-fil-A, in 2012, Jeremiah and The Hollywood Chick-fil-A were one of the chain's busiest restaurants.

