

Logistics, Attention to Detail Critical to Success of John Wieland Homes' Incentive Trip

"The group air is critical. We could never do that ourselves."

Laura McMurrain
VP of Organizational Development
John Wieland Homes

The Results

John Wieland Homes continues their longstanding tradition of successful incentive trips by working with Monumental Meetings. They feel like they have partnered with a company that embraces their own philosophy and commitment to customer service. In addition, they have gleaned real benefits from using Monumental Meetings:

- **Air Fare Savings**
On John Wieland's most recent Hawaii trip, savings averaged \$200 per ticket—a total of \$160,000 in savings!
- **Positive Employee Relationships**
John Wieland employees come away from each incentive event knowing that their company appreciates their loyalty.
- **Best Vendors at Best Prices**
Through their expertise and knowledge base, Monumental Meetings works with qualified vendors who consistently provide superior service and products at the best negotiated price.
- **Consultants as Needed**
John Wieland saves significantly by utilizing Monumental Meeting's staff who seamlessly blend with their own event team exactly where and when needed.

The Challenge

As the southeast's premier builder of homes and neighborhoods, John Wieland Homes knows how critical the support of their employees is to the success of the organization. That loyalty and support led them to be ranked highest in customer satisfaction among new home builders in Atlanta and tied for the highest customer satisfaction ranking in Charlotte in 2007 by J.D. Power and Associates.

For almost 20 years they have provided a company-wide incentive trip for employees. As the company grew they knew they needed to outsource elements of this pivotal event. It seemed only logical to turn to Monumental Meetings. "They have a very knowledgeable and high energy staff," offered McMurrain. "They work the entire event alongside us."

Monumental Meetings Difference

Monumental Meetings has been working with John Wieland Homes for over 16 years negotiating contracts, making recommendations on venues and arranging site visits, as well as handling the logistics, including group air. "They have total attention to detail," shared McMurrain. "They are completely service oriented and flexible—which is critical."

On their most recent trip they needed to get 800 employees to Hawaii in time for an important awards banquet, but 220 passengers were stranded en route when a scheduled flight cancelled due to a mechanical problem. Monumental Meetings swung into action and was able to charter an aircraft that delivered all guests to the banquet in time to raise a toast to the winners. "They handled everything. We gave our people a hotline and they dealt with everything," said McMurrain. By making sure that everyone was where they needed to be, when they needed to be there, it freed up the John Wieland team to focus on content and the event. McMurrain commented "It amazes me how well they do making sure everyone is accounted for."



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