

March 20, 2025

To Whom It May Concern,

It is my pleasure to write this letter of support for Michelle Taunton. As the project director of a logistics contract with the U.S. Department of Health and Human Services, I am responsible for overseeing site selection and contract negotiations for my clients' events. I have worked with Michelle since 2017 on a variety of events and meetings. She has always been a pleasure to work and serves as my go to when looking for hotels. She provides invaluable insight on selecting properties that would be an excellent fit for my specific programs.

Michelle possesses more than her fair share of the qualities that befit anyone who works in the hotel site selection industry, including remarkable customer service, strong negotiation skills, and responsiveness in a timely manner. She has a natural ability to juggle multiple requests and very flexible when there is a change in the request. She maintains excellent communication throughout the process and is always available to address any questions or concerns. She makes the search process a collaborative effort. Michelle and I work closely together on all phases of the property search process, including reaching out to the prospective properties, scheduling site visits, navigating and negotiating the hotel contracts, and signing of the hotel contracts.

Overall, my working relationship with Michelle has been excellent. She is very knowledgeable and she always puts the needs of her clients first. I highly recommend Michelle to performing the site selection for your events. If hired, I am confident that she will provide the same excellent customer service.

If you have any further questions, please feel free to contact me.

Sincerely,



Aisha Walker, MS  
Project Director



March 20, 2025

To whom it may concern,

I am writing to highly recommend Helms Briscoe Global Accounts Director Michelle Taunton for your annual conference site selection needs. Having worked closely with Michelle for the past three years for national Easterseals events in multiple cities around the country, I can confidently say that she is an exceptional professional who consistently exceeds expectations in every aspect of her role.

Michelle's responsiveness is unparalleled. She is always quick to address a myriad of questions during the site selection process, and her experience as a President's Club member for Helms Briscoe always brings valuable insight when I am sourcing hotels within new markets.

Communication is one of Michelle's strongest attributes. As an organization that seeks unique site requirements for guests with a variety of accessibility needs, Michelle's ability to convey complex information in a clear and concise manner makes her an invaluable asset during our negotiation phase. Her articulate and thoughtful communication style ensures that all parties are on the same page.

Thoroughness is another area where Michelle truly shines. She leaves no stone unturned when it comes to requesting special concessions for our group, and she always freshens our agreements with the latest recommended clauses for rate parity, relocation and force majeure in the event of any unexpected disruptions. I am always confident that Easterseals has secured the best rates by working with Michelle.

Finally, Michelle's negotiation skills are exemplary. Her ability to balance assertiveness with empathy while working with Easterseals as a nonprofit client allows her to secure favorable terms while maintaining positive relationships. Michelle's knack for finding common ground and her unwavering commitment to achieving the best possible results make her a standout in her field.

If you have any questions regarding this recommendation, do not hesitate to contact me at [relefane@easterseals.com](mailto:relefane@easterseals.com). I hope that you enjoy working with Michelle as much as we do at Easterseals.

Sincerely,

*Robyn Elefane*  
Robyn Elefane

Easterseals Associate Vice President, Events & Partnerships

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*"The Global Voice of the Field of Deflection and Pre-Arrest Diversion"*

**14 March 2025**

To Whom It May Concern:

I am writing this letter to express my full and enthusiastic endorsement for Michelle Taunton in her role as Director of Global Accounts at Helms Briscoe. Michelle and I, as well as our entire conference team, have worked together now for the last several years on the PTACC Annual International Summit. This Summit brings together police, law enforcement, treatment, research, government, civic and community leaders from around the world who are working in the deflection field.

Needless to say, this is a complex annual event that requires somebody with the expertise, team-oriented approach, and leadership that Michelle possesses. Of course, we continue to use her services and recommend her to others for four key reasons: responsiveness, communication, negotiation ability, and industry knowledge.

Crucial for the Summits that we do is to narrow down the venue with a range of factors in mind. This means that we have a lively back-and-forth planning process, and one that can change as we learn about possible number of attendees and who might be attending and the implications for travel, for example. Through this at times rather hectic process (at least on our end), Michelle brings calm and experience to deliver a quick, thorough, and responsive communication style. This means she returns to us updates and options based on the latest changes we have given her, and she does it quickly, often at hours well outside the norm, especially when that is needed based on contract dates. The fact that her communication is concise, clear, and to the point means that even at the fast pace at which we move, we completely understand what she is saying to us and sharing with us.

Of course, identifying a possible location is not the end of the process. We rely on Michelle to then secure the best arrangement possible, which is more than just about price. For this, we completely trust her deep knowledge of the conference industry, including insights on what might be happening on the other end and her ability to negotiate the deal with a minimal lift from our side. The reality is that even if we could do



*"The Global Voice of the Field of Deflection and Pre-Arrest Diversion"*

the contact with the site ourselves, we would be at a clear deficit in the discussion. What she brings to the table means we are instead then on even footing with the site itself.

Taken altogether along these elements, and the many others she has too, Michelle's approach ultimately saves us time. That's very important as it frees up our conference team, and me, to focus on other elements of the Summit and all the work that goes along with the operation.

Finally, please do not hesitate to contact me with any questions about Michelle. I am pleased to spend time to tell you even more about the outstanding effort, work, and value she would bring to your event!

Sincerely,

A handwritten signature in black ink that reads "Jac Charlier". The signature is fluid and cursive, with a long, sweeping underline that extends to the left.

Jac Charlier  
CEO

Police, Treatment, and Community Collaborative (PTACC)

[Jac.charlier@ptaccollaborative.org](mailto:Jac.charlier@ptaccollaborative.org)

MARCH 11, 2021

**LIZZIE SODOMA**

Manager, Events

**RELIAS**

RELIAS, LLC

919-535-9240

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To Whom it May Concern,

I am writing to recommend the services of Michelle Taunton, CMP, CMM. Michelle has been working with Relias for several years as our partner in venue sourcing for Relias events. Her industry knowledge and attention to detail have aided in finding outstanding event locations for Relias.

Michelle is not only thorough and experienced, but also easy to work with and is always willing to take the time to answer my questions or discuss options. I feel confident in recommending Michelle's services. She is a joy to work with and is a wonderful partner to our team.

**LIZZIE SODOMA**

Manager, Events

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