



522 South Road, MS-P/133
Poughkeepsie, NY 12601

Randall Munson
508 Meadow Run Dr. SW
Rochester, MN 55902

Dear Mr. Munson:

I would like to take this opportunity to express my gratitude for your recent presentation you provided to our organization. In the ever-changing world of customer service, it is imperative that the people who work closely with customers stay motivated and display a positive attitude. Without constant reinforcement of these traits, people tend to become complacent. This of course effects customer satisfaction and often result in loss of business.

Your training presentation ensured that our people received the message. Your unique presentation techniques ensured that the message would be retained for a long time.

Thank you very much for providing us with this exceptional educational and entertaining session. I am looking forward to your future sessions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Carmine DiLorenzo'.

Carmine DiLorenzo
Account Manager