



March 29, 2012

To Whom It May Concern:

It is my pleasure to recommend Diane Ravenscroft as a trainer and an instructional design/course developer.

In the past year, Diane has proved to be professional, punctual, honest and reliable. Diane started with lengthy phone interviews to fully understand our mission, to onsite visits to understand our operation, then on to meeting with our top staff to understand our culture. The result is a truly original and professional Customer Service Program.

At our one day large training event, Diane hit a "home run" with the audience with her humor and accurate challenges for a customer service representative. All of our managers felt that this was time well spent. Diane followed up this successful meeting with personal cards and letters to each manager attending the event. This was a prelude to our smaller training events that Diane led. Here, she was able to go through our new Customer Service Program in more detail and answer more specific questions from our managers. As a result of these meetings, Diane developed an additional section on "Dealing With Difficult Situations at Work".

I see all of this as the first step to a long relationship in the years ahead.

Very truly yours,

ANTON'S CLEANERS, INC.


Arthur C. Anton, Jr.
COO