



VERMONT NATIONAL
COUNTRY CLUB

May 29, 2001

To Whom It May Concern:

I would like to take this opportunity to commend Diane Ravenscroft and Ravenscroft Management Consultants on the wonderful training they conducted for our 2001 Staff Orientation. The focus of the training was customer service. Diane instantly gained my confidence through her professional demeanor and immediate follow up. Her thorough investigation of our current practices also allowed a point of reference, by which, she conducted a very personal training.

Diane customized her presentation and accomplished exactly what I had hoped for. This customized approach would be a welcome addition to any companies training agenda. She was a pleasure to work with!

Sincerely,

Jim Glanville
General Manager
Vermont National Country Club