



Ultramark



December 12, 2001

Working with Diane Ravenscroft has been just the experience Ultramar needed to kick off our in-house Training Programs. Not only was it imperative that the information be specific to our industry, it also had to hold everyone's attention for 8 hours at a time. If our funding for an in-house training program was going to continue, our first seminar *had* to be a huge success!

And huge success it was. Diane's presentation of her *Customer Service Savvy* not only engaged every person in the room, it made them *think!* Not a person left without contributing to the program and learning something new. Diane's investment in the preliminary interviews with employees laid the groundwork for immediate participation, resulting in no down time needed to "sell" the program. Her energy and sense of humor kept everyone's attention, even into the late afternoon.

With comments such as "fabulous", "already put it to use", "helped with coworkers as well", and "when is the next seminar", I know continuing our association with Ravenscroft Management will be an easy sell to Corporate.

With appreciation for excellent service,

Vicki Emerson
Human Resource Manager, New England