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November 28, 2007

**Re: Michelle Ray, Keynote Speaker & Breakout Session presenter
“World Class Service Excellence...Have an Attitude of Gratitude”**

Michelle,

I again wanted to thank you for your time with us. In review of our annual retreat event, we have had a tremendous amount of positive feedback. The morning keynote speech was not only entertaining, but inspiring as well. You related well to our entire staff. With very diverse demographics, that has always been a challenge for our speakers, but you managed it well. The opening speech certainly helped us set a tone for the weekend.

As to your breakout sessions, they too were well received. The consistent feedback was “dynamic”, “great information”, “stuff I know, but presented in a way that was fresh and easier to understand”. Your efforts certainly were a key component to our corporate retreat being a success.

Thank you,

Bill Leesman

Bill Leesman
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