



www.tricitycourtclub.com

phone: 509-783-5465

fax: 509-736-0765

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Hi Karen:

Sorry it has taken me so long to get this to you. But I do want you to know our employees are still talking about you and your presentation after 3 months! It was so nice to have you here and I appreciate how you tied everything together for us with our customer service training.

Once again I want to thank you so much for providing our team such a wonderful learning opportunity. I have heard nothing but positive comments from everyone!!! And that is no lie. After your talk I left the Club for a bike ride and ran into Michelle Briggs – she has worked here as a lifeguard and swim instructor forever and just completed her student teaching. She stopped me and mentioned how entertaining you were and how much fun the training was. She also said it was something she could use in her personal life as well as her professional life.

Kathy Porter – who has been a water instructor for 20 some years (she also works at Walker's Furniture) – I talked with her at the Furniture store and she mentioned she would like Walker's to bring you to one of their trainings. Apparently their corporate head quarters are out of the Spokane area. Kathy wants to share with the other sales people at the store some of the points of your presentation because it is all good stuff that they can use in the furniture business. Kathy thought you were great. And maybe when you come here again they could have you do something for their company.

Liz – one of our managers – already has put some of your coaching techniques into practice. She also sent an email out to her staff recapping the training and noting how it specifically applies to the group exercise department. She said you have changed her life as a manager (a little dramatic – but I'm sure you will appreciate it and she believes it!!) She loves the quote "what you permit you promote".

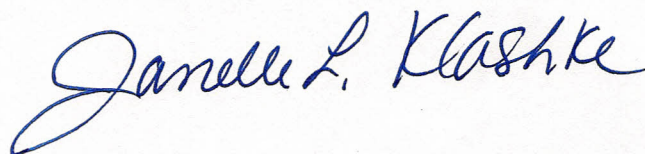
There have been many other random employees who have mentioned how they weren't sure if the training was going to be good but then they were surprised at how much fun it was and how applicable. Plus lots of employees who just stopped in to mention to me how they really got a lot out of the customer service training.

Lots of employees mentioned how entertaining you were. Your theatre background definitely helps keep the training entertaining. I also liked how you draw in the audience and keep them captivated (someone mentioned this to me too but I can't remember who). Any way you were outstanding and really did what we wanted to do in getting everyone on board with providing an outstanding experience for our members each and every visit. I also liked how you got to know our employees – the managers and the employees. You are great with names but I also felt you were sincere in getting to know our employees as people. And you do a great job of providing input for them in a positive nurturing way. I know I said this already when we were talking but I liked how you always complimented the person who talked then used what they said to make several points. That was really powerful.

Thank you so much. I would definitely love to have you come back. So keep me posted and we can do something again in the future. Plus if you ever do off site programs - that might be something we would be interested in. If any of your contacts would like to call me about your services I would be happy to let them know about our experience.

Thank you again. I hope all is well for you and your family!

Sincerely,



Janelle Lujan Klashke
General Manager