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Dear Donald,

I just wanted to take a moment to thank you again for the presentations you did at our annual Sales Kick-Off event last December. You managed to thoroughly engage the audience of both sessions and injected a renewed sense of enthusiasm for Customer Retention and Satisfaction.

You received the highest ranking scores of all the presenters, and I know that the following quotes will demonstrate just how pleased we were to have you at the conference:

"Excellent! The best motivational session I have ever attended."

" Very refreshing with a high level of enthusiasm. All employees should have the opportunity to hear Donald's presentation. The best session I have attended".

"Best speaker at the conference!"

"BRING HIM BACK!"

" Excellent presenter and material which should be constantly reminded to everyone".

It was such a pleasure to work with both you and Sharen - you made the whole thing so easy! We look forward to working with you again in the future.

Thank you!



Krista Krupka  
Sr. Manager Customer Retention  
AT&T Canada