



Central Illinois Community Blood Center

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February 17, 2006

To Whom It May Concern:

Dawn Mushill met with our management team in December 2005. Her presentation was very well received and in just one morning she not only addressed many of the issues supervisors encounter everyday, but she gave the team useful solutions. Every manager left the training motivated and better equipped to supervise their staff.

Ms. Mushill also met with our staff in a series of Customer Service Training meetings. The reaction from the staff was very positive. They enjoyed the training and learned a lot about the expectation of the customer. Her training was very interactive and gave every employee tools to use as they improve their customer service skills.

Ms. Mushill's style is straightforward, practical and engaging. After a great deal of searching for on site training, we found a cost effective, professional service right in our own backyard.

Sincerely,

Kendra Cooper
Human Resources Director

**Abraham Lincoln Memorial Hospital—Lincoln • Anderson Hospital—Maryville • Boyd Memorial Hospital—Carrollton • Carlinville Area Hospital—Carlinville
Gateway Regional Medical Center—Granite City • Greenville Regional Hospital—Greenville • Hillsboro Area Hospital—Hillsboro • Hopedale Medical Complex—Hopedale
Illini Community Hospital—Pittsfield • Kenneth Hall Regional Health Center—East St. Louis • Memorial Hospital—Belleville • Memorial Medical Center—Springfield
Pana Community Hospital—Pana • Passavant Area Hospital—Jacksonville • Saint Anthony's Health Center—Alton • Saint Elizabeth's Hospital—Belleville
St. John's Hospital—Springfield • St. Joseph's Hospital—Highland • St. Vincent Memorial Hospital—Taylorville**

A non-profit organization serving central Illinois since 1971.