



Jersey Community Hospital

November 21, 2005

To Whom It May Concern:

Dawn Mushill has conducted customer training at JCH on four different occasions as of this date, and we are booking her for a return trip. She has helped managers, top performers, and under achievers find ways to be more customer friendly. Her approach is practical, interactive, and full of examples.

We at Jersey Community Hospital highly recommend Dawn to businesses that would like to be more competitive and customer oriented.

Sincerely,

A handwritten signature in black ink, appearing to read 'Larry Bear', with a long horizontal flourish extending to the right.

Larry Bear
Administrator