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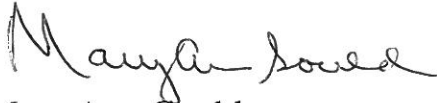
May 29, 2009

This letter is to recommend Customer Service and Beyond for employee training. We have hired Dawn Mushill to do customized training for our employees for the past three years. Dawn has taught time management, organization skills, customer service and conflict management to members of our staff and the evaluation forms all indicate that our employees learned practical ideas that they could immediately implement.

As a trainer, Dawn interacts with each person and keeps the entire class involved through her unique teaching style and role playing. We have the opportunity to help plan the training agenda and we are able to work with Dawn to suggest special attention for employees that require more assistance.

Dawn is a hard working, successful person and she provides a quality service for our firm.

Sincerely,



Mary Ann Gould
Client Services Manager