

January 19, 2010



Suzanne Updegraff, President
Employee Development Systems, Inc
7308 S. Alton Way, Suite 2J
Centennial, CO 80112

Dear Suzanne:

When I was searching for a course that would assist our team with professionalism, it was important to find one that would address many of the "unwritten rules" in the workplace as well. Your course *Professional Presence in a Casual World* matched our needs wonderfully.

While standards in the way we dress, interact and communicate continue to change, learning to be professional at work is crucial to personal success. I appreciated the opportunity to be able to reference course concepts and examples in employee discussions and performance reviews. I believe this course has already had an impact on employee performance while helping individuals become better positioned for career advancement.

Thank you for customizing the course to fit our needs and bringing enthusiasm with the instruction. The materials will be a good reference for years to come.

Sincerely,

Sharon Robinson
Manager
Children's Miracle Network

TOP SECRET

BENEFITING



Children's[®]
Healthcare of Atlanta