



CITY OF COLORADO SPRINGS

June 20, 2003

Letter of Reference Regarding Lisa Bates and EDSI Inc

The City of Colorado Springs Human Resources Department has worked with Lisa Bates and Employee Development Systems, Inc. to identify our employee development needs and to provide high impact training that meets our performance goals. As our account manager, Lisa has provided exceptional customer service-- she is readily accessible, she answers our questions quickly and she's always willing to discuss flexible pricing and delivery arrangements. As our training facilitator, Lisa gets very high marks from our employees. She effectively connects with our staff based on her strong interpersonal skills and technical knowledge of the course content. Lisa's dedication and commitment to the City of Colorado Springs as an EDSI customer is best summed up with this example: Three months after teaching a class on "Communicating to Manage Performance," Lisa facilitated, at our request and at no charge to the City, a 2-hour seminar for our graduates to share their experiences in applying the course material and get her help in troubleshooting their especially difficult situations.

The City of Colorado Springs has been very pleased with the services of Lisa Bates and EDSI, Inc.

A handwritten signature in black ink, appearing to be "Lisa Bates".