



May 7, 2003

John Rich
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Dear John:

Your presentation at the Staff Digest Rendezvous 2003 conference was excellent. It was just what I needed to refocus my organization and get them on target. You did a wonderful job, and if there had been no other valuable information given out at the conference, your presentation alone would have justified the entire cost of attending made the trip well worth it.

The nicest thing about it was that the examples you gave were ones that can be used as object lessons for my staff. Usually speakers tell jokes or stories that are amusing at the time, but they contain no information that can be passed on through another venue. Since hearing your presentation, I have found myself using your examples to train my own staff, and they work even though they are not my personal experiences. The cross-Canada climax is one that is my favorite. Now my whole staff is using the concept, "Just get on the bike and start pedaling."

Thank you, John. Your presentation was worth the entire expense of the conference.

Yours truly,

Teresa R. Ostrach
President
The Five Star Staffing companies