



1211 NW Bypass  
PO Box 3387  
Great Falls, MT 59403

406-727-9742  
Fax: 406-590-3295

---

April 26, 2007

Ms. Jeri Mae Rowley  
600 Alice Drive  
Great Falls, MT 59405

Dear Ms. Rowley:

Amazing! Your ability to get every employee to engage in the interactive sessions while learning the fundamental objectives of team building was just outstanding. Your energy and positive presentation was contagious. Employees understand the value of teamwork; they now support each other in their different roles and are able to maximize productivity.

You gave us a jump-start to building a cohesive and fun place to work at. We will implement the skills learned in order to continue enhancing team effectiveness.

Thank you for making a difference for our employees.

Sincerely,

Rosie Serna  
Vice President of Customer Service

Copy: Jean Murray, Director of Human Resources