



Huron Chamber & Visitors Bureau
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January 5, 2010

Jeri Mae Rowley
PO Box 352
Anabella, UT 84711

Dear Jeri Mae,


I wanted to take a moment to express my sincere appreciation and gratitude to you for presenting two phenomenal customer service seminars to our community this past summer. I heard nothing but positive feedback from all the participants no matter what their background or industry they represented.

I greatly appreciate that once we decided to proceed with the seminars, you made our jobs easy. From customizing all the promotional materials to getting to know our community and researching the audience, it was smooth sailing. In addition, your communication and story-telling skills were amazing. Being able to express yourself in stories and examples that were applicable to the audience certainly held their attention and made everyone feel like they could relate whether they were in health care, finance, hospitality, retail, agriculture and even government. It made all the difference in the world. We definitely had a very diverse audience and as I sat and watched the participants, it was apparent they were entrenched, enthusiastic and excited to take part.

I believe a sure sign of success is the amount of emails and phone calls we received following the seminars, not to mention the other organizations who indicated they would like to utilize your services in the future.

Lastly, I just want to mention, I believe your background has a tremendous impact on your ability to relate to people. Your experiences of being raised in a successful, family-owned and operated business, the challenges you faced, the values you learned, and the interpersonal skills acquired, come across in a such a genuine, sincere, forthcoming, and experienced manner that makes others immediately feel comfortable and at ease. Thank you for sharing talents with us and others.

Sincerely,


Peggy Woolridge, IOM
Executive Director