

July 8, 1997

Jeff Mowatt  
#2, 1810 17 Street, S.W.  
Calgary, Alberta  
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Dear Jeff,

I just wanted to take a moment to thank you for the energy and enthusiasm you contributed to our recent Service Excellence Conference.

Kim McCrary and I have both received many comments from staff who found the conference to be as much fun as it was worthwhile. We particularly appreciated the work you did to find out about our business and adapt your program to our needs. That research, combined with your unique ability to keep us all involved in the day's events, kept things fresh, relevant and well paced.

On behalf of Kim and the Conference Organizing Committee, please accept my thanks for joining us and for giving us a chance to think about the "little things" that can help to make our professional and personal lives that much better.



Elaine Dougan  
Director  
Human Resources and Administration  
Alberta Public Affairs Bureau