



Calgary Vocational Services

September 30, 1993

Jeff Mowatt
JC Mowatt & Associates
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Calgary, Alta.
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Dear Jeff:

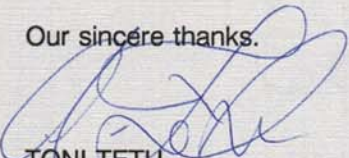
Thank you again Jeff, for taking time out of your busy schedule to present your customer service seminar to our clients. The feedback has been wonderful! Our vocationally challenged clientele do not usually make a habit of taking the initiative to give us feedback, therefore it was all the more impressive to see how many approached us afterward, to express their enthusiasm.

During the presentation it was evident that you were reaching your audience. We have seldom seen our clients get involved to that degree. They lost their self-consciousness and followed right along with your exclamations and gestures. The rare occurrence of a spontaneous applause from our clients demonstrated more clearly than any words that your presentation was exceptional!

As mentioned, the purpose of the noon-hour seminar was to see if more of our clients could expand their job search to include customer service positions. Many simply lack the self-confidence to even consider this avenue. Your presentation seems to have made a good dent in that barrier.

We appreciate your consent to have the seminar video-taped. Enclosed is a copy. As agreed, we will use the tape exclusively for our clients and staff. Jeff, it was a rare pleasure to witness a public speaker of your calibre! Your efforts will go a long way in helping our clients.

Our sincere thanks.



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