

Heavens Fitness Ltd.

738 11th Avenue SW
Calgary, Alberta
T2R 0E3

November 26, 2001

Jeff Mowatt
The Art of Client Service
2206 – 29 Avenue SW
Calgary, Alberta T2T 1N7

Letter of Recommendation for Jeff Mowatt "The Art of Client Services: Influence with Ease"

Dear Sir or Madam:

I am writing this letter of recommendation for Jeff Mowatt on behalf of the staff of Heavens Fitness Ltd. and the Fountain Park Health Club. Annually our company organizes a staff retreat and this year we had the pleasure of having Jeff Mowatt as our keynote speaker.

As our company consists of a variety of different departments that *all* interact with the public, customer service is key. Moreover, we need to differentiate our health clubs from the larger "chain" organizations to remain competitive in a very competitive market.

As an owner, I appreciate the time before the retreat Jeff's takes to interview staff. The staff becomes a part of the process and remains interested throughout the sessions. The examples used throughout the day are specific to the staff interviews and most importantly specific to our industry. The sessions are interactive and Jeff's use of humor makes the learning very enjoyable.

In conclusion, I highly recommend Jeff Mowatt to any organization especially since he was able to keep active fitness professionals in their seats for a day.

Sincerely,



Elaine Arthur
Owner