

COLLISION

PLUS

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The Assurance of Quality and a Guarantee of Excellence
8 Fullerton Road, Swansea, IL 62226-1724

618-277-1990

December 15, 2003

Ms. Dawn Mushill
Customer Service Excellence
P.O. Box 314
Troy, IL 62294

Dear Dawn:

We want to tell you how much we enjoyed your presentation on customer service to our employees last Thursday. Your presentation drew the audience in and held their attention for two full hours. You were very witty and informative. Your employee participation of the role-playing was the highlight of the presentation. Your remarks triggered new ideas that will benefit our company for years to come. We have already begun to implement some of your suggestions and are confident they will improve our customer service. By any measure you are a very effective speaker and educator. We highly recommend your services to any business that values their customer service.

Please accept our thanks for an enlightening and stimulating presentation. We wish you continued success.

Sincerely,



Debbie Brauer
Business Development/Marketing Director