

October 24, 2008

Dawn Mushill CEO Customer Service and Beyond P.O. Box 314 Troy, IL 62294

## Dear Dawn:

Thank you for your participation as the keynote presenter at the 2008 IFT PSRP Conference. Every year paraprofessionals and school-related personnel from across Illinois gather to listen and learn. Your workshop was an important part of this annual event.

The IFT PSRP Planning Committee works each year to put together the pieces of the puzzle for an outstanding conference: workshops and training that help union members in their professional and personal lives; discussion sessions that provide networking and sharing opportunities; with a little bit of just plain fun for good measure.

On behalf of this IFT, I want to express appreciation for your efforts at the conference and on behalf of IFT PSRPs - the men and women who work in key supporting roles at schools, community colleges, universities and state agencies across Illinois.

In unity,

Gail Purkey

Director of Communications

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## Illinois Federation of Teachers

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