



July 30, 2013

Dear Bill:

Thank you for speaking at our annual ICSA event. Our members found your presentation “**Connecting with People from Different Cultures**” fascinating.

Your insightful and professional presentation on how our members can implement powerful cultural “competitive edges” in providing excellence in customer service was well received.

It appears that several of our members will be contacting you to discuss providing cultural training and mentoring to their Customer Service Teams.

We look forward to inviting you back to make a presentation on “**Connecting with People from Different Generations**”!

Your presentation added a valuable aspect to the essence of customer service – “**Enhancing the Customer Experience**”!

Best Regards,

A handwritten signature in cursive script that reads 'Dolly Konzelmann'.

Dolly Konzelmann
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