



Mr. Christopher M. Kochan
CMK Worldwide
P. O. Box 700900
Tulsa, Oklahoma 74170-0900

Dear Mr. Kochan:

Wow! What can I say? How do you summarize eight days of non-stop energized training? Probably in two words....*Jeff Magee!*

It's hard to believe that Jeff can continue to provide that same level of energy that he exhibited the first day of training and still maintain that enthusiasm throughout the last day of training.

As Customer Service Training Administrator, I am constantly looking for training professionals who are in tune with the problems that plague Call Centers, and who can analyze these problems, and quickly identify and provide training that is relative to those particular problems.

Jeff was able to incorporate the theme of the training and bring it down to a personal level of each person attending the sessions. We "blended" Customer Service Representatives as well as Engineering Representatives, and Dispatchers, and each felt that Jeff was speaking to their particular issues of handling the day-to-day work routine. As each learned, they only have control of one thing in their life and that's their attitude.

Many of the evaluations and comments that I received from those who had attended had to do with the fact that the information Jeff provided would help them not only in their work life, but also in their personal lives. I think it is important that employees feel that companies do care about their personal lives as well.

I would highly recommend any of Jeff's programs. In a very short time, he has gained a remarkable insight into our operation, as well as developed relationships with participants who have attended his various training sessions.

I look forward to other training opportunities and the privilege of inviting Dr. Magee back.

Sincerely,

A handwritten signature in black ink, appearing to read "Chris Kochan". Below the signature, the text "Customer Service Training Administrator" is printed in a small, sans-serif font.

Customer Service Training Administrator