



Thursday, January 27, 2005

Robert Boucher  
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Dear Bob,

I want to thank you for the great team building session on the “Five Senses” of successful teams. Your presentation was perfect for our theme and provided the motivation necessary to bring two dynamic, individual teams together as one. I know we are a “seasoned” group when it comes to sales and team building sessions, but you exceeded everyone’s expectations in everyway. In fact the General Manager of the Ambassador Conference Resort said,

“Bob delivered an inspiring message that struck at the heart of co-operation, patience and respect.”

Another long term Manager of the hotel told me that of all the training sessions she has attended over the last 20 years, yours was the only course that really struck a personal note with her. Because of your course, she had taken time to reevaluate how she could be a better team member and a better person. She has confirmed that you have helped her accept change as a natural part of the team experience.

I appreciate the fact that you shared some of your own personal life changing experiences with us. I believe your openness contributed to the success of the course. You obviously speak from a position of wisdom and understanding.

On behalf of Melo Hotels, The Ambassador Conference Resort and The Four Points Sheraton Kingston, I want to thank you again for a job well done. In fact, it was outstanding!

Sincerely,

Erin Finucan  
Sales and Training Manager  
Ambassador Conference Resort