



21 October 2005

Dear Business Owner or Meeting Planner:

We welcomed Dr. Barnsley Brown to the Greater Smithfield-Selma Chamber of Commerce this week where she presented a morning seminar, "Customer Service Secrets and Skills." The event attracted a large crowd of business professionals from the area, and I was impressed with how Dr. Brown made the seminar relevant to the various industries represented.

She kept us laughing—and learning—throughout the nearly three hours, and I noticed that all members of the audience were engaged and attentive. People were visibly excited by the concepts, tools, and stories Dr. Brown shared, and they particularly enjoyed the interactive activities she integrated to help participants apply the material they were learning. The handouts she provided were filled with useful information, and I noticed that most participants were taking extensive notes during the seminar, an excellent sign of their high level of engagement.

I personally reviewed all of the seminar evaluations and they were superior! In fact, I couldn't find a single negative review of the seminar. Here is a sample comment from one attendee: "Dr. Barnsley Brown is an excellent presenter—Energetic, friendly, yet professional, and very down to earth. She understands what we deal with in customer service! I wish we could have worked together all day long!"

In all respects, Barnsley Brown is the kind of speaker you want to bring into your business or feature at your event. She is genuine, knowledgeable, and dynamic and will motivate and inspire your employees or attendees while providing them with practical methods to optimize their performance. I will be happy to answer any additional questions you have about Dr. Brown's impressive gifts as a speaker and trainer.

Sincerely yours,

Don Johnson
Small Business Director
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