

July 25, 2002

Speaking Solutions
Chris Clarke-Epstein
P.O. Box 26015
Tamarac, FL 33320-6015

Dear Chris,

I want to express a sincere thank you for your outstanding presentation at the All Saints Healthcare Leadership Development Institute. We have received nothing but complimentary remarks and comments. Thank you for sharing your expertise, knowledge and yourself with our leaders. Your thorough preparation in customizing the content to address our identified needs and your enthusiastic style provided an exceptional presentation that participants valued.

Would it be possible for you to send copies of the overheads? This would be helpful for our Leadership Development Team when we review the Leadership Development Institute learnings with managers who were unable to attend and with new managers. Oakleigh Ryan commented that she will share your name with other Studer Group customers for possible speaking engagements.

Again, I want to thank you for your dynamic professional presentation at our Leadership Development Institute. It was a pleasure to meet you and to gain knowledge and insight from you! I truly hope that our paths will cross again.

Sincerely,



Tarey Bernhard, R.N.,-C.O.H.N-S
Manager, Employee Health Services