

**Parks,
Recreation &
Community
Development
Department**

633 Pandora Avenue

Victoria

British Columbia

V8W 1N8

Tel (250) 361-0213

Fax (250) 361-0566

www.city.victoria.bc.ca



December 1, 2003

Michelle Ray
Walkabout Seminars International
P.O. Box 19669
Vancouver, BC, V5T 4E7

Dear Michelle:

I'd like to take this moment to extend our deepest gratitude for the fantastic Customer Service presentation you gave on "I'm Not Happy.com" for our department. The content was both interesting and right on track as to our needs. Although it's been a week since your session, the buzz in our department is still going on – in fact you and your keynote come up several times a day in conversation and in meetings in a very positive note.

As you noticed, our department is comprised of very diverse people and due to your delightful sense of humour, brilliant material and the dynamic way you speak, you kept the crowd not only interested, but everyone seemed keen to participate – a hard task to accomplish.

Our Departmental Training Team spent a lot of time researching and then selecting a speaker for our annual session, and did it ever pay off! We've already noticed a more positive attitude from staff and that is thanks to you, Michelle.

We will not hesitate securing your services again, should the need arise. If you ever need a testimonial or referral, please just ask, as we'd be more than happy to sing your praises – of which there are many!

Yours very truly,

Donna Atkinson, Director
Parks, Recreation and Community Development