

September 22, 2005

Steve Swafford
Jill McCrory
Leadership Outfitters

Dear Steve and Jill,

Wow! What a great session you presented to the FLCMAA in St. Augustine last Saturday on Crackerjack Leadership. It was a home run. Not only did you meet our objectives, but you exceeded our expectations. The materials were very timely and the breakout sessions allowed for everyone to get involved and have their questions answered. The results were many great ideas that the participating club managers could take home and put to use immediately.

Thank you to both of you for helping to make our weekend such a success.

Best regards,

Jack

John R. (Jack) Sullivan, CCM
General Manager
The Old Collier Golf Club