



Club Managers Association of America

Central Pennsylvania Chapter

April 12, 2001

Steve Swafford
Leadership Outfitters
944 S. Wakefield Street
Suite 200
Arlington, VA 22204

Dear Steve,

On behalf of all the participants I'd like to thank you for making our first joint workshop a great success! I heard rave reviews from those in our chapter as well as those representing the local chapter of GCSAA. One manager told me before the program started that he came for a day off, he later told me he was impressed, had fun and felt he learned (not as he expected). I heard many other compliments, the most popular was "this guy is GOOD, where did you find him?".

Personally, I'd like to thank you for the way your workshop motivated my staff. I had three of my supervisors there, all who were impressed and have new ideas. My chef is already testing his staff to learn more about them.

I highly recommend your workshop to any organization that is looking to stay motivated and improve there management skills.

Sincerely,

Brian J. Kelly, CCM
Education Chairman