



May 30, 2000

Ms. Jill McCrory and  
Mr. Steve Swafford  
Leadership Outfitters, Inc.  
944 South Wakefield Street  
Suite 200  
Arlington, VA 22204

Dear Jill and Steve:

Thank you both so much for doing such an excellent job at our staff retreat last week. As you can see from my title, occasionally Mark presents me with a special project and planning the staff retreat was one of those tasks. Thanks for making me look like a star!

As you soon found out, we are a tough audience. I believe the NCRA staff is bright, outgoing, with a strong sense of team. I knew it would take dynamic facilitators and an exciting program to challenge the group and keep them engaged. You exceeded my expectations.

I have heard nothing but good feedback from my colleagues. It was truly a delight working with you. I appreciate your professionalism from the start. I also appreciate that you worked with the hotel to obtain a more appropriate room.

We had so much fun and learned a great deal. You are superb trainers and wonderful people and it would be my honor to serve as a reference for potential clients.

I look forward to seeing you soon.

Warm regards,

Sue Wolk  
Senior Director, Meetings &  
Special Projects