



BBC America

July 6, 2001

Ms. Susan Spangler  
Pro Skills Plus  
13100 Croom Road  
Upper Marlboro, MD 20772

Dear Susan,

I wanted to thank you for working with us earlier in the week to assess our current infrastructure, our training and development needs, and how to best move forward on these issues. I will be reviewing your suggestions and recommendations with my internal team soon and believe they will be as eager as I am to begin addressing them.

We greatly benefited from the work you did for us last year including the staff survey, facilitation of our off-site retreat, and detailed follow-up plan. I believe the steps outlined in our recent meetings are an ideal way to continue building on the work you have already begun with us.

We certainly appreciate your detailed preparation prior to our meetings and events, your enthusiasm during the training, and your thorough analysis afterward. You are truly a pleasure to work with and we look forward to working with you again in the future.

Best Regards,

A handwritten signature in black ink that reads "Mary Pratt-Henaghan". The signature is fluid and cursive, with a long horizontal stroke at the end.

Mary Pratt-Henaghan  
Vice President, Operations  
BBC America