



CALVERT COUNTY DEPARTMENT OF HUMAN RESOURCES

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May 3, 1996

To Whom It May Concern:

I am pleased to have this opportunity to write a letter of recommendation for Susan Spangler. Ms. Spangler has conducted several training classes for Calvert County Government, including Managing Multiple Priorities, Stress Management and Customer Relations. Ms. Spangler is an excellent instructor and has a thorough knowledge of the topic she is teaching. Her handouts and booklets are well developed and professionally designed. She is always willing to take the time to discuss the expectations of the County and the students and tailor a class to suit these needs.

The students in the Customer Service class all rated the instructor and the overall class as excellent. Susan has the ability to involve everyone in class discussions. She is very articulate, humorous and keeps the class moving and on target. I would highly recommend her as an instructor for any business.

If you have any questions, please feel free to contact me at (301) 855-1243, x401.

Sincerely,

A handwritten signature in cursive script that reads "Michele I. Green".

Michele I. Green
Training Coordinator