



*Celebrating 40 Years of Success*

April 5, 1999

To Whom It May Concern:

It is my pleasure to write this letter of recommendation for Ms. Susan Spangler. I had the opportunity to observe one of Susan's presentations just about a year ago and was quickly convinced that she clearly understood her subject matter and was able to impart the information clearly and with great ease. I have worked with Susan over the past year and have found her to be highly professional, extremely knowledgeable, articulate, conscientious, creative, thorough, and very likable!

Susan has assisted me in developing a customer service plan for Charles County Community College. She has been contracted to provide training for more than 400 college employees. I would highly recommend her as a consultant, or business trainer.

Sincerely,

A handwritten signature in cursive script that reads "Patricia Billeter".

Patricia Billeter  
Director  
Communication Support Services