



December 16, 2014

Dear Kordell Norton,

On behalf of all of the Medina County Library Staff, I would like to thank you so much for providing an extremely valuable workshop for us on our Staff Development Day 2014. The staff is still talking about the wonderful, inspiring effect that you so expertly achieved. Motivation is at an all-time high, and there is much discussion of follow-through on how to be charismatic for our customers.

Thank you for the gift of your time and talents which did truly set the tone for our Staff Day, the ripples of which are still being felt- and enjoyed.

As you can see, by the great evaluations in the attached file, your presentation, "Charismatic Customer Service", was well-received.

Once again, we can't thank you enough!

Sincerely,

*Pat Bernauer,
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