



DEPARTMENT OF ECONOMIC DEVELOPMENT

Isiah Leggett  
*County Executive*

Steven A. Silverman  
*Director*

Ms. Sylvia Henderson  
Springboard Training  
PO Box 588  
Olney, Maryland 20830-0588

Dear Ms. Henderson:

Thank you so much for your presentation at Montgomery County's Small Business Mentorship meeting. We appreciate your time and efforts to provide such thorough and complete thoughts about customer service.

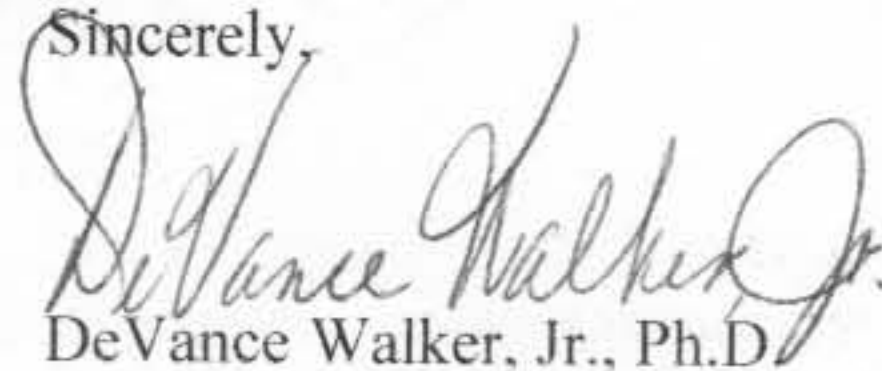
The Small Business Mentorship Program has received national and international recognition. It continues to attract local and national attention.

Since the group has limited time to meet, we are very selective about the speakers at their monthly meetings. Your selection as a presenter was an excellent chose. You gave the group great insight and knowledge on the topic. Your practical applications in your presentation were especially beneficial to these small business owners. As you know, several of the business owners have Master Degrees in business administration. Also, over 50 percent of the attendees have been in business for more than three years.

We welcome you to join at any time. The group seems to want another session with you or to contact you individually. We hope your time allows these meetings.

Thank you again for the great presentation. We want you to know that our department appreciates your taking the time to share your knowledge with our mentees and staff.

Sincerely,



DeVance Walker, Jr., Ph.D.  
Manager, Small Business Services