



Since 1978

Trade Show & Event Management • Hospitality Marketing and Communications
the hospitality division of James T. Dunn Enterprises, Inc.

Sylvia Henderson
President
Springboard Training
8787 Branch Ave
Clinton, MD 20735

Dear Sylvia,

I would like to take this opportunity to thank you for speaking at the educational seminar for the HSMIAI Meetings Quest Minneapolis and Dallas trade shows. You displayed pristine professionalism with a thorough knowledge of people and effective communication skills.

The topic: "Plan to Communicate: Communicate to Plan" touched many facets of effective communication. Understanding the importance of various forms of communication is a skill that is crucial to building relationships and successful events. Your insight was refreshing, effective and was targeted to the meeting planners. The presentation delivered many excellent points and it was clear that you engaged many of the attendees in discussion, which proved to be both successful and enjoyable for them.

As I mentioned previously, your presence at the HSMIAI Meetings Quest Minneapolis and Dallas trade shows added success to the show and we enjoyed having you with us. On behalf of JTDunn Management Group, thanks again for your participation.

Sincerely,

A handwritten signature in black ink that reads "Barbara Cox-Dunn".

Barbara Cox-Dunn
President & CEO
JTDunn Management Group

P.S. I will keep you in mind when planning for speakers commences. Lets also talk about the "Brown Bag Lunches." Call when you have a moment. Also, thanks so much for the popcorn tin. Our office is devouring it.