



North Broward
Hospital District

Organization, Leadership & Staff Development Department
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Dr. Keith Mathis
The Mathis Group, Inc.
106 Lakeview Woods
Eureka, MO 63025

Hello Keith;

I am sending you this letter to say thank you for your wonderful presentation on Customer Service. As a trainer and facilitator myself, I have a very critical eye for excellence in presentations. Based on the feedback I have been receiving from our District Leaders who attended your presentation, and my observations, we all found your style, humor and information very interesting and informative. You offered an excellent seminar in a customized way that fit our needs perfectly. I believe that you planted some nice seeds regarding how to put a customer service program into action and some necessary components for success. I look forward to observing and nurturing the ideas that you were able to convey to our leaders.

Based on the conversations that we had prior to the seminar, I found your approach to customizing and tailoring your presentation to fit our needs was excellent. You went so far as to interview a few participants prior to the seminar to learn about our corporate culture and some of the opportunities ahead of us. I got the feeling that while interacting with you that we were your most important customer and that came through in your availability, responsiveness to our questions and general superior sense of professionalism.

Keith, I would personally like to thank you for your work before, during and after the seminar. The total package was excellent and we will absolutely try to use you again in the future and whole heartily will recommend you and your work to everyone that has a need.

Thanks again for everything

Dr. Brian Rosenberg