



Susanne Gaddis, PhD
118 Pinoak Court
Chapel Hill, NC 27514

Dear Susanne,

Thank you so much for your outstanding presentations at the AENC Annual Meeting at the Sea Trail Golf Resort & Conference Center in Sunset Beach. You were such a wonderful addition to the program.

You seminars, "Plus-One Customer Service," and "Change Your Inner-tude – Change Your Life," were both rated excellent on attendee evaluations. Comments included, "Dr. Susanne Gaddis was outstanding – very motivating," "Gaddis was top notch and presented very useful information," and "amazing – informative, interesting, and entertaining!" One association member said, "In the first week after hearing Susanne's seminar, I incorporated many of her ideas on dealing with your "inner-tude" at our staff meeting, thank you!"

Again, thank you for the time you spent in preparing for the excellent presentations and for sharing your knowledge and experience with our members.

Sincerely,

Ali Orcutt
Member Services Assistant