



HUMAN RESOURCES OFFICE  
KAREN A. EDMONDS, DIRECTOR

RECRUITMENT  
TRAINING AND DEVELOPMENT  
COMPENSATION & BENEFITS

755 ROANOKE STREET, SUITE 2D, CHRISTIANSBURG, VIRGINIA 24073-3180

Susanne Gaddis, Ph. D.  
118 Pinoak Court  
Chapel Hill, NC 27514

Dear Susanne,

It was such a pleasure to meet you. After deliberating for some time about bringing in a trainer from outside the area, I am so pleased to report to you the excellent feedback that we have received from the customer service training sessions you conducted for the towns of Blacksburg and Christiansburg, as well as Montgomery County. You were a true delight! I expected that you would be received well after talking extensively with you about the content, your approach, and your delivery style. I don't recall any County program receiving more positive comments. I especially liked hearing of the many ways that employees plan to apply the training in the workplace. People really connected and over and over again they reported how well you held their attention. And finally they have asked me to arrange to have you back in the future...all in all...quite a favorable result.

I enjoyed meeting you so much. I'm glad that your visit to the New River Valley was a pleasant one and I look forward to having you back sometime in the future.

Sincerely,

Karen A. Edmonds, SPHR, IPMA-CP  
Director of Human Resources