



**Rocky Mountain  
Law Enforcement  
FEDERAL CREDIT UNION**

February 27, 2008

This letter is to serve as a testimonial on how much the staff at Rocky Mountain Law Enforcement Federal Credit Union enjoyed Teresa Allen's presentation on Monday, January 21, 2008, with ***Common Sense Solutions to Member Service***.

Teresa's presentation style was very personable and interactive. Our meetings start at 8:00 AM and last mostly all day. She kept everyone's attention throughout the day with her handout materials and also with her openness to the staff. She is also very intuitive when it comes to dealing with people and used that to her advantage in her presentation style and also in her one-on-one dealings with the staff members. Teresa also initiated role playing, games and quizzes which helped drive home the points she was making in each stage of her presentation.

She shared personal stories of people in the service industry she has dealt with who have made an extremely favorable impression with her. In each case, the individuals made her feel extremely valued. Because these were actual examples, the staff could relate and apply these techniques in their daily interactions with our members.

Our goal is to "excel in service to our members." Teresa's presentation along with the handout materials, games, and quizzes helped each member of our staff provide our Gold Service Standards to our members. It also reacquainted them with their original enthusiasm in being a representative of Rocky Mountain Law Enforcement Federal Credit Union.

Sincerely,

Christine Wiley  
President/CEO

CW:smk

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