



NCTC
NORTH CENTRAL TEXAS COLLEGE

CORINTH CAMPUS • 1500 NORTH CORINTH STREET • CORINTH, TEXAS 76208-5408
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Lt. Col. Kevin Sweeney
100 Clear Lake Court
Southlake, TX 76092

Dear Lt. Col. Sweeney,

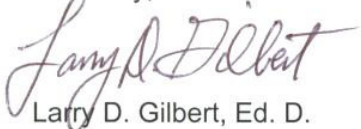
On behalf of North Central Texas College, thank you for your wonderful presentation during our professional development activities for student services employees. Your topic was perfect for us as we faced another pressurized and stressful registration at the college.

We appreciated how you integrated applicable strategies to help us improve our customer service during the pressure cooker times of registration. Your presentation received the highest ratings of all our speakers during this important workshop period at the college. Your presentation received many positive comments on our evaluations of the day's activities. Many of our employees commented "this was the best presentation we have ever had at NCTC." "Mr. Sweeney's speech kept me on the edge of my seat the entire time." "Please invite Mr. Sweeney back, soon, so our faculty and administration can experience this great presentation."

Your presentation skills are outstanding. I have never witnessed such a high interest level from our student services department. Their focus on every word of your speech was absolutely amazing. This workshop was the best value that we have ever enjoyed at NCTC.

Thank you, again for making our professional development day a huge success.

Sincerely,



Larry D. Gilbert, Ed. D.
Dean of Arts & Sciences
North Central Texas College
1500 N. Corinth Street
Corinth, TX 76208-5408