



December 22, 2005

Mr. Kevin Sweeney
Kevin Sweeney Speakers
100 Clear Lake Court
Southlake, TX 76092

Dear Kevin:

I want to thank you again for providing a great workshop for City of Irving employees. As you know, a municipality has a wide array of departments and employees who provide service to our residents. It is our intent to provide them with the best training possible so that they can deliver excellent customer service for the City. Your workshop provided great information for them to be able to do just that!

As you know we give out feedback questionnaires after every workshop we do. The feedback we received from your workshop was outstanding. Whenever we get an overall score of 3.5 or higher, we feel that we have delivered an exceptional workshop. Your overall score was 3.54, which was very good.

The write-in comments on the evaluations were equally exemplary. Our participants noted that you were a "great instructor" and have asked us to "bring him back". The strategies and skills you gave the participants will be and have been immediately applied to their jobs. The City of Irving is being well rewarded by your efforts.

I appreciate your contribution to the education and training of our workforce.

Warm Regards,



Nancy Powell Bartlett
Organizational Development & Training Manager

Human Resources Department

825 W. Irving Blvd. • Irving, Texas 75060 • 972.721.2696 • 972.721.2582 fax • www.ci.irving.tx.us