



# Prepared to Succeed

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Friday, June 05, 2009

William Leger, CEO  
Lucky Gorilla  
131 Old Westminster Road  
Hubbardston, MA 01452

Dear Mr. Leger,

I would like to take this opportunity to commend your company for the excellent training you provided to our administrative staff on Microsoft Excel.

The class was well organized, comprehensive and thorough as well as accessible to the wide range of initial skill sets presented by the participants.

Tom Moser, the trainer, was knowledgeable, thorough, patient, and informative throughout the entire 60 hour class. He was always pleasant and easy to work with. He made complex concepts easy to understand by applying them to specific tasks within our organization. The participants learned valuable skills which both make their jobs easier and increase the productivity of our department.

I was extremely pleased that Mr. Moser took the time to tailor the class to our specific needs, using examples from our actual work environment to teach Microsoft Excel.

I wholeheartedly endorse your organization and would not hesitate to recommend it to anyone with a need for training.

Sincerely,

Kathleen Bernklow  
Administrator of Pupil and Special Education Services