

August 9, 2018

**Butler Learning Systems
P.O. Box 292555
Dayton, Ohio 45429**

Re: Habit of Service Seminar

Dear Mr. Butler,

On behalf of all those who attended this training from Inside Sales & Service, we would like to thank Butler Learning Systems for a job well done. This class delivered very useful information in an excellent manner.

This was a hands-on, thought provoking program that left many inspired. The materials were very well designed and extremely helpful. It also left our employees with valuable take-aways that they could apply immediately. The training gave our teams the opportunity to learn techniques to better our customer service with a great deal of value and insight of the core model and the principles taught in the class.

I would highly recommend Butler Learning Systems to anyone who is interested in improving their service levels and growing their business opportunities.

Best regards,

**Sylvia Ellert
Corporation Sales Manager**

**Cc: Dave Tengler
Director of Service**

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Notice - Please respect the time and generosity of our client. Our clients send us letters expressing their appreciation to our products. Per their request, PLEASE – NO PHONE CALLS.