

December 22, 2014

To whom it may concern,

I have been afforded the opportunity to work with Tom Bligh over the last three years and have been the fortunate recipient of his advice and counsel with regard to both Customer Service and Market growth.

I was first introduced to Tom three years ago when he made a presentation to our management team where he described his approach to creating a customer focused culture. Drawing on his own experience as a consultant and senior leader, Tom has a unique ability to design and implement strategies to identify, promote and drive change. After our initial discussions, Tom agreed to work with my team to change our "difficult to do business with" culture. During the time Tom worked with us, he was able not only to provide good ideas and advice, but, most importantly he inspired our team in understanding the value of taking care of our customers.

Using his great people and communication skills, Tom reached all levels of our organization and was able to convert even our most resistant employees into customer advocates. The customer focus initiative started to gain momentum only a few months after Tom joined us and we continue to enjoy the benefits today.

It is without any hesitation that I recommend and encourage any organization to work with Tom to help identify, change or improve the culture to one of customer focus. His ability to create excitement and motivate employees to develop ideas that enhance the customer service experience has strengthened our customer experience and created a more motivated work force; the result of which has been to the growth of our business.

Sincerely,
Bill Power
President
Helac Corporation Inc.
Enumclaw, WA