



**G&W Products, LLC**

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December 21, 2017

To whom it may concern:

I have partnered with Butler Learning Systems over the last 16 years with two different companies. Bob and his staff have produced tremendous programs and results. He has trained hundreds of our employees across those companies and programs include Habit of Selling, Habit of Service and the three levels of The Sales Professional.

The Habit of Service training impacted 38 G&W employees across multi-functional areas and has clearly improved our internal and external communication, teamwork and overall service awareness and performance. It is now 72 and sunny every day!

We now have seven team members with TSP (Total Sales Professional) certificates. The content, workshops and role-playing were instrumental tools used to enhance the selling, negotiation and account management skills of each of our sales team members.

I highly recommend Butler Learning Systems to take your service and sales performance to another level!

Sincerely,

A handwritten signature in black ink, appearing to read 'Randy Sagraves', with a long horizontal flourish extending to the right.

Randy Sagraves  
Vice President of Sales  
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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.