



Profi Tests On The Farm

Michele Payn-Knoper  
Professional Speaker & Consultant

Lebanon, Indiana 46052

Dear Michele:

I am writing to thank you for the great job you did working with us. You helped us take stock in what we are doing right and guided us through a process to identify what we can do better.

It is rare to have a person customize their efforts to our precise needs the way you do. By taking the time to ask questions and interact with our staff – you were able to really focus our efforts where we need to concentrate. Now that everyone is more aware of how we can improve it is not unusual that we will “catch” ourselves in the process of repeating an old habit, and then quickly shift gears to apply our new skills.

I would have to recommend that anyone who is serious about strengthening his or her customer skills work with you. Your ability to identify needs and help a staff develop their own solutions is the best I have seen.

I hope you will continue to give us valuable follow-up tips as you have since our staff development session with you. Your work and commitment to our success is greatly appreciated.

Most Appreciatively:

A handwritten signature in blue ink, appearing to read 'Daniel V. Luciers', written over a white background.

Daniel V. Luciers  
General Manager