

From: Easter, Troy
Sent: Tuesday, March 03, 2015 6:41 AM
To: Lovely, Emil
Subject: CS Service Excellence Workshop

Hey Emil,

I wanted to say thanks for a wonderful meeting, especially the team building. I hadn't ever spent that much time with the Mike or the other CS's in southern Cali. It was a good decision to bring Bobby in to speak with us. He is very motivating. I really got a lot out of his discussion. It made me think and I appreciated sharing with the group. And having a background in medicine and sales, I know Bobby's teachings should be very helpful to the group.

Also, Thank you for sharing your story. I've never met anyone with a similar background as me. It was inspiring and it showed me that someone like me can make it so thank you.

Thanks again Emil. I look forward to seeing you again.

Troy