



Capella Education  
C O M P A N Y

February 17, 2003

To Whom It May Concern:

It gives me great pleasure to recommend Lisa Jean Hoeft and Learning Journey, Inc. as an excellent provider for training and development within your organization.

Capella Education Company became familiar with Learning Journey and Lisa Jean due to a departure of our corporate trainer. We were in the middle of delivering Achieve Global's "The Service Difference" customer service training and needed someone who was certified to train Achieve Global's programs and could come in quickly and continue delivery of the training. Lisa Jean immediately accomplished that task.

Lisa Jean was able to orientate herself quickly about our organization and apply the training, simulations and exercises, to our line of business and customer's needs. It was well received by all who attended.

Lisa Jean is very professional, reliable and flexible to work with. Her top priority within the classroom is ensuring the learners are understanding and accomplishing the objectives to become better service providers. For Capella, the training has provided a solid service foundation in which we can feel confident to deliver our service on. Lisa Jean has continued to follow up with our organization to arrange further classes, provide additional follow up exercises and meet with the managers on how to "manage" the service experience she trained to the front line staff.

Again, I would I highly recommend using Learning Journey and Lisa Jean for any training your company is considering. Her passion, commitment and professionalism will be an asset to any program you are offering.

Sincerely,

Jarrod Peterson  
Director of Operations  
Capella Education Company

222 South 9th Street

20th Floor

Minneapolis, MN 55402-3389

612-339-7665 PHONE

888-879-6745 TOLL FREE

612-337-5396 FAX

[www.capella.edu](http://www.capella.edu)

[info@capella.edu](mailto:info@capella.edu)