



## Human Resources Department

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Lisa Jean Hoeft  
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To Whom It May Concern:

I recently engaged Lisa Jean Hoeft to provide two development programs, "Exceptional Phone Skills" and "Who Moved My Cheese", for employees of Ramsey County. I was extremely pleased with the programs, and would heartily recommend Lisa Jean as a presenter.

Lisa Jean is creative, authentically enthusiastic, and extremely professional. As we worked together to plan the programs, I was gratified by her clarity of communication and consistency of follow-through. During the programs, I was impressed with her ability to quickly and effectively establish rapport with participants from a wide variety of departments and positions. She has a significant depth of knowledge regarding the topics she addresses.

The programs provided very high quality verbal information, as well as fun and meaningful activities. The accompanying visual presentations and written materials for participants were excellent. The evaluations from our employees who attended were very enthusiastic.

I look forward to working with Lisa Jean again in the near future.

Sincerely,

Marjory Singher  
Staff Development Specialist