



November 13, 2004

Tim Gard CSP

Dear Tim:

Re: World Class Presentation at the 5th Annual HealthCare Service Excellence Conference, San Rafael, California – Nov 3-5, 2004

On behalf of the enthusiastic participants attending your presentation, *"Developing a Comic Vision"* at the 5th Annual HealthCare Service Excellence Conference, would you please accept our sincere appreciation for the World Class job you did in preparing and delivering an excellent presentation.

The average rating on this presentation was 4.95 out of 5 and following are a few sample comments from our attendees:

"Tim Gard was excellent. I hurt from laughing."

"Tim Gard – outstanding – clear differentiation between Comic Vision and being a comedian."

"Tim was so great! I will take what he taught to heart and use it!"

Once again, my heartfelt thanks for your exceptional presentation. Please do not hesitate to use my name as a reference for future presentations to other groups.

Enthusiastically,

Conference Chair