



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
Benefit, Employment and Support Services Division

Mr. Tim Gard
Tim Gard International

Dear Mr. Gard:

On behalf of the Supplemental Nutrition Assistance Program, I wish to express my appreciation and compliments on an outstanding conference/training presentation. I am also very pleased with the training package consisting of the Telephone Interview Training Guide and desk aid materials. It was very generous of you to have provided the additional time and effort to ensure that the materials and presentation were adapted to Hawaii's needs. I have been told by numerous individuals that you were well prepared and quite knowledgeable of our current working conditions and you managed to maintain remarkable composure when aggressively questioned by staff that is currently experiencing the effects of the economic recession. From everything that I have heard, the presentation was very insightful and you skillfully engaged the staff in positive discussions.

It has been a pleasure working with you and we wish you much success in your future endeavors.

Sincerely,

SNAP Program Administrator