



July 22, 2008

RE: Joanne Swensrude, Computer Trainer
Know it Sooner Computer Training

To Whom It May Concern:

CenturyVallen began working with Ms. Swensrude in February of this year to provide training on Microsoft Applications to our Managers and Associates in the Edmonton area.

Feedback from course participants, at all levels, confirms Ms. Swensrude has an innovative ability to adapt her training style to the individual needs of learners while ensuring they acquire necessary skills for effective day-to-day application. This flexibility ensured participants received courses specifically developed to meet their competency levels, whether they were self-taught or experienced users.

A key component of Ms. Swensrude's training is that it is application-based – she provides laptops and take-away reference materials such as application specific guides and tip sheets for each participant. The materials are easy to understand and often incorporate a step-by-step approach, ensuring they will remain a valuable desktop reference.

Based on positive feedback from participants, CenturyVallen has continued to utilize Ms. Swensrude's services for branches located across Canada – most recently in Ontario. Additionally, Ms. Swensrude has been available outside of the formal class setting to provide assistance to many of our Associates, Managers and Departments.

One of our Associates who attended Ms. Swensrude's courses said it best, "*effective, with a straight-forward delivery of information; no techno mumbo jumbo!*"

If you have Associates and Managers who struggle with Microsoft Applications or simply need to refine their current skills, I would highly recommend Ms. Swensrude's services ... you won't be disappointed.

Sincerely,

Malea Siemens

Malea Siemens
Human Resource Advisor