

Dear Joanne,

Just a note of thanks for the three very profitable one on one computer lessons I received as you walked me through all the relevant modules that are necessary and consistent with my new position of GLD Duty Manager.

Since I was completely computer illiterate prior to our sessions , I found the whole media quite intimidating. However, thanks to your practical [and patient] approach to training, I have been able to achieve a knowledge base that is far beyond my best expectations.

Having benefited so greatly from you instruction, I would most certainly recommend you to any organization or individual in need of a computer coach. With this in mind, I look forward to taking your course on " Excel" when it is available.

Until then, I remain,

Yours truly,

Dale Cousineau