



April 3, 2007

Re: Barry Banther

To Whom It May Concern:

It is with great pleasure that I write this letter of reference on behalf of Barry Banther.

Barry has provided both training and consulting services to various audiences at Sebastian River Medical Center. A few programs Barry has provided Sebastian River Medical Center are:

- Management training for Department Managers
- Customer Service training for hospital staff
- Customer Service training for physician office staff
- Facilitation for Board of Trustee and Leadership Conferences
- Facilitation of determining strategic priorities

His programs and assistance are always beneficial to our organization, community and individually. He has lead us in developing strategic priorities, improved communication and leadership skills, and generated a climate of enthusiasm.

The programs were always informative and entertaining. Post program evaluations received excellent ratings.

Barry's services are truly an asset to any organization.

Sincerely,

A handwritten signature in black ink, appearing to read "Kathy Burke", written in a cursive style.

Kathy Burke, CEO

KB/jm