



OFFICE OF THE MAYOR

JOHN A. DELANEY
MAYOR

ST. JAMES BUILDING
117 WEST DUVAL STREET
SUITE 400
JACKSONVILLE, FL 32202

Barry Banther
Banther Consulting
9 Hibiscus Street
Suite 10
Tarpon Springs, Florida 34689-3436

Dear Barry,

Thank you, thank you, thank you. On behalf of the City of Jacksonville, I'd like to thank you for your seminar on Internal Communication.

As our Chief Administrative Officer Sam Mousa mentioned at the end of the seminar, this was the best retreat we've had in ten years. City managers left energized, enthusiastic and ready to improve communications. You showed us all how we have the power to make changes that will enhance our work environment by keeping everyone informed. This seminar was money well-spent and time well-invested.

We are looking forward to having you back in Jacksonville for a follow-up retreat with mid-level managers. We are also looking forward to having you spend some time with the Mayor and his Executive Staff to discuss the importance of communicating from the top.

Sincerely,

A handwritten signature in black ink that reads "Sharon Ashton".

Sharon Ashton
Press Secretary





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Mr. Barry Banther, CMC
Banther Consulting
9 Hibiscus Street, Suite 10
Tarpon Springs, FL 34689-3436

Dear Barry:

I would like to compliment and thank you for the job you did in facilitating our recent senior leadership retreat.

We have held a number of these retreats in the past, but the feedback from the attendees indicates that you have set the new "gold standard" for these events. Your focused level of energy and acute sense of humor helped us produce a work product of which we are most proud. In sum, your contribution here has no doubt provided us with the needed inspiration to maintain our momentum on the path of performance excellence.

Please feel free to me as a reference, as your performance here has earned my unqualified recommendation.

Sincerely,

A handwritten signature in black ink, appearing to read "Sam E. Mousa".

Sam E. Mousa, P.E.
Chief Administrative Officer

SM/jk



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