



March 29, 2010

Mr. Bob Butler, TSP  
Butler Learning Systems  
1325 W. Dorothy Lane  
Dayton, Ohio 45409-1385

Dear Bob:

I just wanted to say thanks again for the information that you presented in **The Habit of SERVICE Seminar** to the associates of Dairy Enterprises Incorporated. The techniques that you gave us were first rate and very applicable to our job.

This is truly a great training class and the manual that we received will definitely be referred to often. The way that you kept everyone involved during the whole process made it lots of fun and your teaching skills are amazing.

Thanks to you, we will be able to continually provide **Quality Service** to our customers for many years to come. Thank you and I hope to see you again!

Best regards,

DAIRY ENTERPRISES INCORPORATED  
PO Box 87  
Orrville, OH 44667

Lynn Mutersbaugh  
Sales Assistant/Supervisor

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