



August 11, 2003

Jim Smith, Jr.
IMPACT Enterprises
1530 Locust Street, #161
Philadelphia, PA 19102

RE: Society of Insurance Trainers and Educators (SITE) Annual Conference
Chicago, June 2003
Presentation: Been There – Don't Do That!

Dear Jim:

Thank you for your excellent presentation at our organization's recent annual conference. Our members truly connected with your message and the engaging manner in which you delivered it. Your standing-room-only session was widely acclaimed by all, as the following evaluation comments indicate:

- "Great job getting us back in touch with keys to success."
- "Excellent, interactive, compelling...."
- "You were the highlight of the conference!"
- "Jim smith was the best session of the conference. I cannot wait to apply his techniques for openers, energizers, closings, etc."
- "I took away so many ideas that I can incorporate into training sessions that I will be conducting."
- "I almost went to another session. What a blessing for me I changed my mind!"
- "Awesome! Would like to have Jim back next year for more, more, more."
- "Exactly what I was looking for – reinforced good activities and shared fixes for weak areas."
- "Just the perfect mix of jokes, fun, laughter and knowledge..."
- "I will be using (copying) everything I heard today. Thanks!"
- "I wish we could have had longer than the 90-minute session."
- "So much enthusiasm and refreshing energy..."
- "Thank you for your innovation. Great tools to increase retention and empower learning."
- "Wow!!!"
- "Loved ya!!!"

Thank you, Jim, for the wit and wisdom of your presentation. Best wishes to you in all of your future endeavors.

Sincerely,

Carla Vesper
Carla Vesper
Conference Program Chairperson

Improving Results Through Learning

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