



PACIFIC ALLIANCE || || || MEDICAL CENTER

May 10, 1995

Ed Rigsbee  
P.O. Box 6425  
Westlake Village, CA 91359

Dear Ed,

On behalf of the hospital, thank you for conducting the two inservices on customer service. The staff who attended thoroughly enjoyed the topics, as well as your presentation style.

Thank you for assisting us on improving our organizational performance. I look forward to working with you in the future.

Sincerely,



Gloria Ruiz  
Director, Quality Professional Services